



Quality, Compassionate Care Every Veteran Every Day

Honor and serve Veterans by providing exceptional healthcare that improves their health and well being.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Tomah VA Medical Center

WELCOME

Dear Veteran,

Thank you for choosing the Tomah Veterans Affairs Medical Center (VAMC) for your health care needs. Our mission is to honor and serve Veterans by providing exceptional healthcare that improves your health and well-being. We work to ensure Quality, Compassionate Care; Every Veteran; Every Day.

The following information is being provided to you to ensure a smooth transition into the VA system. Our staff members are devoted to making your experience as pleasant and enjoyable as possible. If you need any assistance or have any questions, please don't hesitate to ask.

Thank you for your service to our country and thank you for allowing us to serve you.

TOMAH VAMC VISION

Tomah VAMC will excel in patient-centered Primary, Whole Health, Mental Health, Rehabilitative and Long-term health care, partnering with other Veterans Health Administration (VHA) and community organizations providing a fully integrated continuum of care.

As a servant led institution, we will develop a culture of excellence as a High Reliability Organization responsive to the changing needs of Veterans. Initiatives will be shaped by technology, research and evidenced based practices.

Care will be delivered by engaged collaborative teams in an integrated environment that supports learning, continuous and sustained improvement. We will embrace change and constantly reinvent our organization to meet the changing needs of the Veteran, healthcare, and national direction.



ChooseVA



Integrity

Act with high principles, professional standards, and maintain the trust and confidence of all with whom I engage.

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect

Treat all those I serve and with whom I work with dignity and respect.
Show respect to earn it.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

TABLE OF CONTENTS

Welcome	2
Vision/Mission	2
ICARE Values	3
The Joint Commission	6-7

ABOUT YOUR HEALTHCARE

Sites of Care and Services Offered	8-9
Department Locations/Tomah Campus Map	10-11
Rights and Responsibilities	12
Veteran Privacy Rights	13
Release of Information	14
TRICARE.....	15
MISSION Act	16-17
Co-Managed/Dual Care	18
Connect Your Providers.....	19
Emergency Care in Non-VA Facilities	20-21
Urgent Care	22-23
Eligibility Benefits	24
Disability Compensation	25
How to Access VA Health Care	26
My HealtheVet	27-28
Patient Aligned Care Team (PACT).....	29

CLINICAL SERVICES

Audiology	30
Clinical Nutrition/Diabetes/MOVE!	31
Dental & VADIP.....	32-33
Home Based Primary Care	34
Home Telehealth	35
Laboratory	36
Mental Health	37-38
Non-Institutional Care	39
Optometry	40
Palliative, Hospice & Bereavement Care	41
Pharmacy	42-43
Physical Medicine and Rehabilitation Services	44-45
Prosthetics	46
Radiology/Medical Imaging	47
Recreation and Creative Arts Therapy ..	48
Respiratory Therapy	49
Social Work	50
Specialty Care	51
Whole Health (Healthy Living)	52-53
Women's Health	54

OTHER SERVICES AVAILABLE

Advance Directives	55-56
Agent Cashier/Beneficiary Travel	57
Caregiver Support Program	58
Chaplain Services	59
Suicide Prevention Program	60
Disabled American Veterans	61
Ethics Consultation	62
HUD-VASH	63
Infection Control	64
Intimate Partner Violence Program	65
LGBT	66
Local Recovery	67
Military Sexual Trauma	68
Minority Veteran Program	69
Organ and Tissue Donation	70
Patient Advocate	71
Peer Support	72
Smoking & Tobacco Cessation Program	73
Telehealth	74
Post-9/11 Military2VA M2VA)	75
Traveling Veteran	76-77
VA Video Connect	78
Veterans Experience	79
Veterans Justice Outreach	80
Visual Impaired Services	81
Vocational Rehabilitation	82
Voluntary Services	83

MISCELLANEOUS

Cafeteria/Canteen Retail Store	84
County Veterans Service Officers	85
Downloadable Apps	86
Interpreter Services	87
Lactation Rooms	87
Library	87
Police/Fire	88
Prohibited Items	88
Lost and Found	88
Parking	88
Smoke-Free Policy	89
Social Media	89
VetLink	90
VetText	90
Vet Centers.....	91

THE JOINT COMMISSION

Joint Commission accreditation is nationally recognized as a symbol of quality and is considered one of VHA's major external quality reviews. Maintaining Joint Commission accreditation for all VHA facilities is consistent with one of VHA's goals to "Provide Excellence in Healthcare Value." Joint Commission accreditation gives recognition that healthcare organizations meet certain standards of quality and safety. Accreditation also deems compliance with health care quality standards of payors, both public (e.g., Medicare) and commercial. The American College of Graduate Medical Education (ACGME) requires that healthcare organizations sponsoring or participating in ACGME programs be accredited by the Joint Commission or by another recognized body with equivalent standards. All VHA healthcare facilities are currently accredited.

Complaints about the quality of care at the Tomah VAMC or any of its Outpatient Clinics may be submitted to The Joint Commission.

The Joint Commission would like you to first bring your complaint to the attention of the healthcare leaders. If this does not lead to a decision, you may bring your complaint to The Joint Commission for review.

The Joint Commission does not address billing issues and payment disputes. They do not have control over labor relation issues or the individual clinical management of a patient.

How do you file a concern?

- Online: <https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>
 - Submit a new patient safety event or concern.
 - Submit an update to your incident (you must have your incident number).
- Fax: 630-792-5636
- Mail:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

THE JOINT COMMISSION - CONTINUED

What information do you need to include?

- The name and address of the organization.
- Tell us about your concern in one or two pages.
- Give us your name, address or email address if you would like follow-up information sent to you.
- Signed waiver of confidentiality.

What happens to your incident?

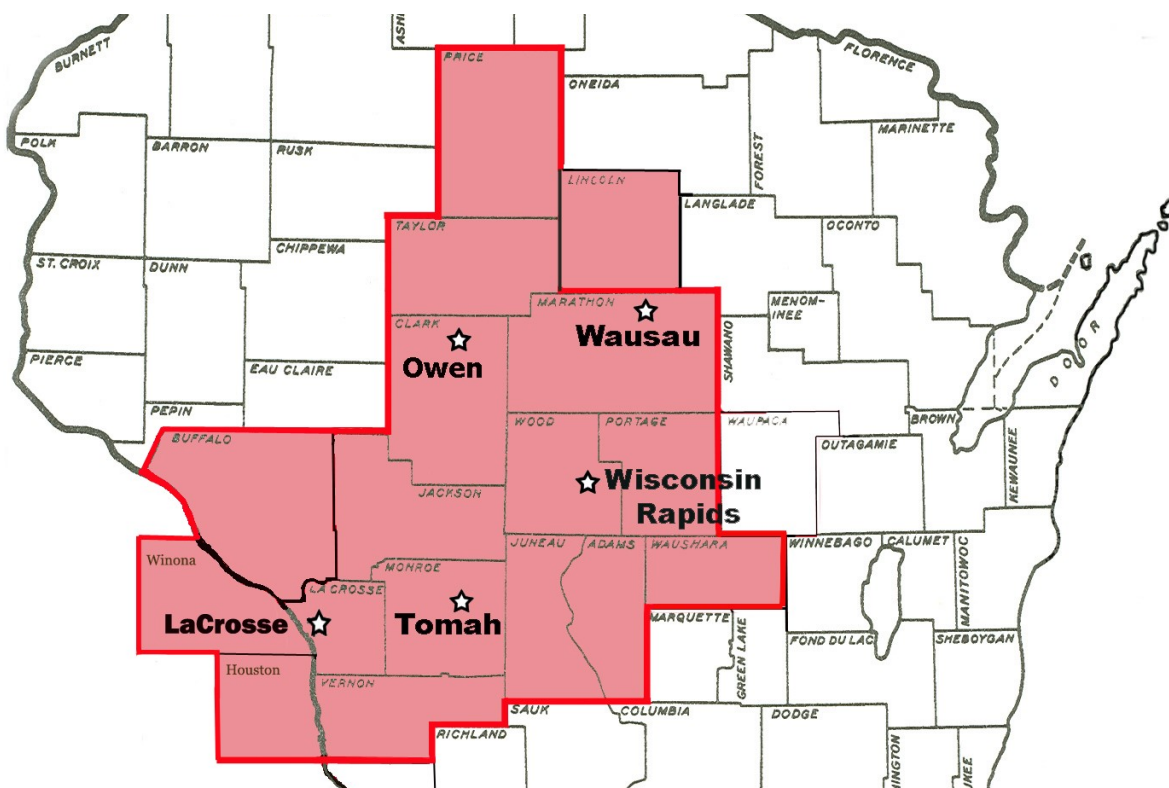
- Check for other patient safety events about the organization.
- May write to or visit the organization about your concern.
- Will not share your name without your permission.



ABOUT YOUR HEALTH CARE

SITES AND SERVICES OFFERED

The Tomah VAMC is located on a 174-acre campus in Tomah, Wisconsin. The service area includes an estimated 49,661 eligible Veterans in 16 counties in Wisconsin and two counties in Minnesota. The medical center operates five outpatient clinics, located in La Crosse, Owen, Wisconsin Rapids and Wausau, Wisconsin. Tomah VAMC is a 291-bed facility specializing in Mental Health, Whole Health, Medicine and Long-Term Care. The medical center is a part of Veterans Integrated Service Network (VISN) 12.



Mental Health services include Acute and Long-Term Psychiatry Treatment, General Psychosocial, Residential Care for Substance Abuse (SA), Post-Traumatic Stress Disorder (PTSD) and Military Sexual Trauma (MST). Outpatient services include: Mental Health Intensive Case Management (MHICM), Addiction Therapy Program (ATP), Vocational Rehabilitation, Intensive Outpatient Program (IOP) and Homeless Programs. Mental Health services are provided at each of the five sites of care.

The medical center is a flagship site for Whole Health and has established an Integrative Whole Health Wellness Center. Please see pages 52 and 53 for more information.

SITES AND SERVICES OFFERED - CONTINUED

Medicine Services includes a 10-bed acute inpatient care at the Tomah campus and primary care at each of the five sites of care. A select range of specialty services are provided at Tomah and may be offered to the outpatient clinics through on-site delivery and telehealth.

Urgent Care hours are Monday-Friday 7:00 am to 7:00 pm. Weekend and holiday hours are from 7:00 am to 5:00 pm.

The medical center has eight Community Living Centers with 180 authorized beds. The units supply skilled, rehabilitation, hospice, dementia and short and long-term mental health care.

Sites of Care:

Tomah VAMC

500 E. Veterans St.
Tomah, WI 54660
Phone: 1-800-872-8662
Local: 608-372-3971
Clinic Hours: Monday-Friday
7:30 a.m.-4:30 p.m.

La Crosse VA Clinic

4000 State Rd. 16
La Crosse, WI 54601
Phone: 608-784-3886
Clinic Hours: Monday-Friday
7:30 a.m.-4:30 p.m.

Clark County Clinic

8 Johnson St.
Owen, WI 54660
Phone: 715-229-4701
Clinic Hours: Monday-Friday
8:00 a.m.-4:30 p.m.

Wisconsin Rapids Clinic

700 Hale St.
Wisconsin Rapids, WI 54495
Phone: 715-424-4682
Clinic Hours: Monday-Friday
8:00 a.m.-4:30 p.m.

Wausau Clinic

515 South 32nd Ave.
Wausau, WI 54401
Phone: 715-842-2834
Clinic Hours: Monday-Friday
8:00 a.m.-4:30 p.m.

DEPARTMENT LOCATIONS AND TOMAH CAMPUS MAP

Building 400:

- 1st Floor: Urgent Care, Admissions, Agent Cashier, Blue Team, Beneficiary Travel, Neurology, Orthopedics, Infusion, Infectious Disease, Telehealth, Primary Care Mental Health Integration
- 2nd Floor: X-Ray, Laboratory, Patient Advocate
- 3rd Floor: Red Team, Podiatry, Optometry, Dental, Dermatology, Women's Clinic, Nutrition and Diabetic Clinic, Respiratory Therapy, EKG, Audiology
- 4th Floor: Acute Care

Building 401:

- 1st Floor: Canteen, Barber, Library
- 2nd Floor: Home Sweet Home (401A)
- 3rd Floor: Journey Home (401B)

Building 402:

- 1st Floor: Physical Medicine and Rehabilitation Services, Fitness Gym, Prosthetics
- 3rd Floor: Sports Center (402B)

Building 403:

- 1st Floor: Psychosocial Rehabilitation and Recovery Center (PRRC)
- 2nd Floor: New Freedom (403A) / Stepping-Stones (403AN)
- 3rd Floor: Whispering Pines (403B)

Building 404:

- 1st Floor: Mental Health Outpatient Clinic
- 2nd Floor: Residential and Rehabilitation Treatment Program

Building 405:

Residential and Rehabilitation Treatment Program

Building 406:

- 1st Floor: Inpatient Pharmacy, Bowling Alley
- 3rd Floor: Northwoods Lodge (406B)

Building 407:

- 1st Floor: Outpatient Pharmacy, Voluntary Services, Police & Security, Disabled American Veterans
- 2nd Floor: Whole Health

Building 408:

1st Floor: Release of Information, HUD-VASH, Veterans Justice Outreach, Caregiver Support

2nd Floor: Non-VA Care, Community Care

3rd Floor: Mental Health Intensive Case Management

Building 409: Heroes House

Building 410: Patriot's Place

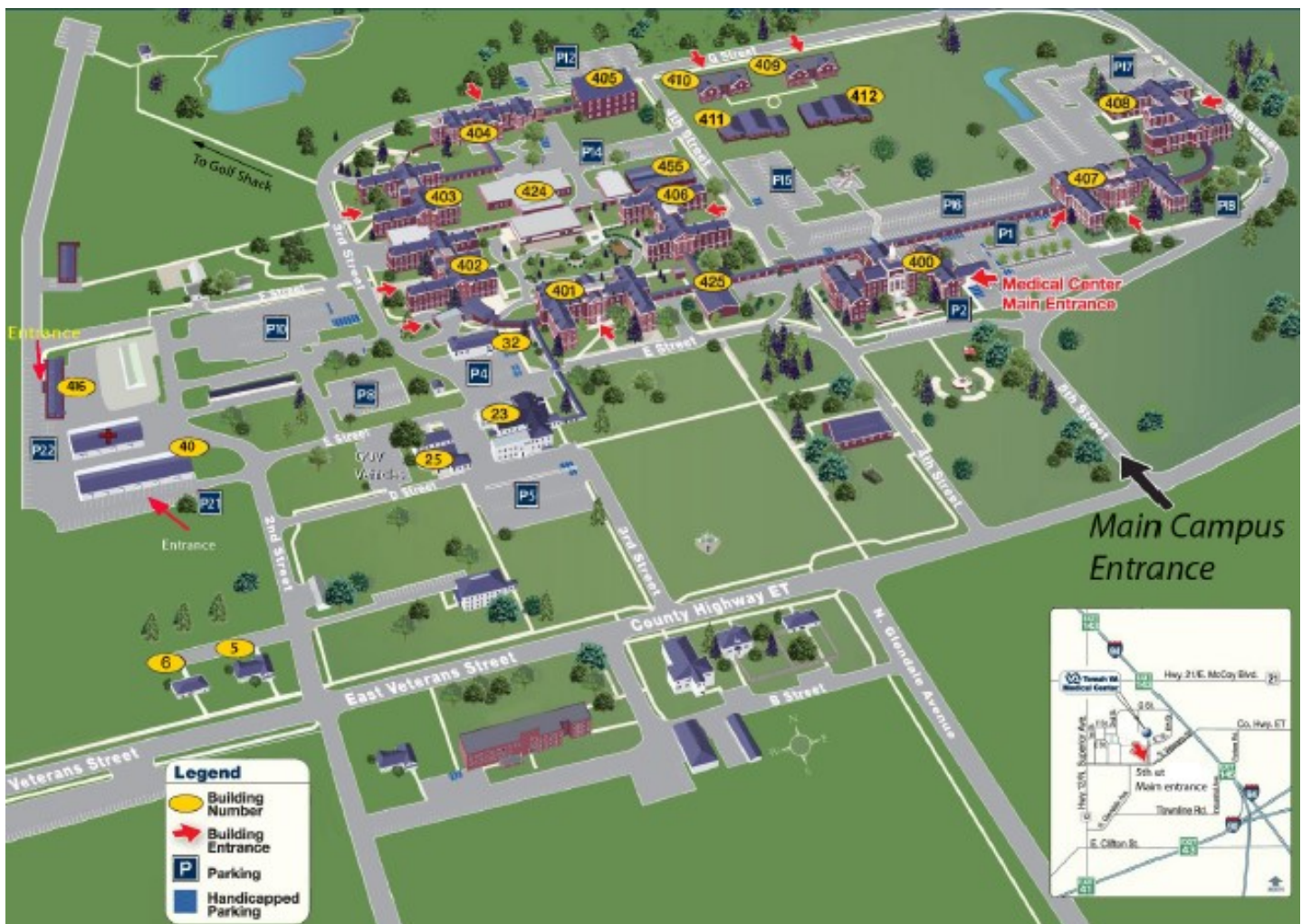
Building 411:

Building 412:

Building 416: Vocational Rehabilitation, Compensated Work Therapy

Building 424: Patient Dining

Building 425: Chapel



PATIENT RIGHTS AND RESPONSIBILITIES

The Tomah VA Medical Center (VAMC) is pleased you have selected us to provide your health care. We want to improve your health and wellbeing. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other Veterans and to the nation, we are committed to improving health care quality. We also train future health care professionals, conduct research and support our country in times of national emergency. Our employees will respect and support your rights as a Veteran patient.

If you have any questions or would like more information about your rights, please talk with your VA treatment team members or a Patient Advocate.

You have the right for:

- Respect and Nondiscrimination
- Information Disclosure and Confidentiality
- Participation in Treatment Decisions
- Complaint Reporting

For a complete listing of all rights and responsibilities, please visit:

<https://www.va.gov/health/rights/patientrights.asp>



VETERAN PRIVACY RIGHTS

Maintaining the privacy of Veterans is very important to the Tomah VAMC. We take our obligation to honor and serve America's Veterans very seriously. We uphold Veterans' privacy by following all federal laws and regulations including the Privacy Act of 1974 and Health Insurance Portability Accountability Act (HIPAA).

These laws also outline the privacy rights that all Veteran patients have. Veteran patients have the right to:

- Review and obtain a copy of your own health information
- Request an amendment of the health records
- Request a restriction to limit what health care information is released
- Request receipt of communications in a confidential manner such as sending your health information to an alternative mailing address
- Receive an accounting of disclosures showing where health information has been released outside of VHA
- Request a printed copy of the VA Notice of Privacy Practices
- Receive notification of a health information breach, if it occurs

File a complaint if you feel your privacy rights have been violated. VHA employees have a responsibility to only use the minimum amount of health information during all interactions.

A full copy of the Notice of Privacy Practices, which details how the VA can use and disclose your medical information, can be acquired by contacting the Privacy Officer or at the following website:

https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=3048

**For additional information, call the
Privacy Officer at
1-800-872-8662, Ext. 66732**

RELEASE OF INFORMATION

At the Tomah VAMC and all Outpatient Clinics, the confidentiality of your health information is important to us. We protect your health information. We use or disclose it only as authorized by law. To make sure that the information is given out only when authorized, please follow the instructions below to obtain information.

To request a copy of your health information for a local provider, another facility or an insurance company, you need to complete form 10-5345, "Request for An Authorization to Release Medical Records or Health Information".

You will need to supply specific information in each section:

- Name of organization or individual
- Complete address
- Contact information if possible (phone or fax number)

To request a copy for your own use, complete form 10-5345a, "Individuals' Request for a Copy of Their Own Health Information."

Forms are available by:

- You can pick up forms in Admissions in Building 400, 1st Floor.
- Call 1-800-872-8662, Ext. 67775. We can also fax or mail them to you.
- Visit www.vaforms.gov
- You may also pick up these forms in your Outpatient Clinic. The clerk can assist you with completing the request.
- Once completed, they can be given to the Release of Information Office, clinic staff or mailed to:

Tomah VA Medical Center
Attn: Release of Information
500 E. Veterans St.
Tomah, WI 54660

To authorize communication about your health (including appointments) to someone else, such as a family member, you will need to fill out form 10-5345. You will need to do this in person at Tomah admissions or at your clinic. This form is not available online.

**For additional information, call
Release of Information at
1-800-872-8662, Ext. 67775**

TRICARE

TRICARE is the Department of Defense (DoD) healthcare program for uniformed service members, retirees and their family members. TRICARE is an entitlement; it is NOT a commercial insurance carrier and works differently within the VA than in the community sector.

Some beneficiaries have dual eligibility. This means, with respect to services provided at VA medical facilities, they are eligible for both VA and TRICARE benefits. As dual-eligible beneficiaries, Veterans are required to choose for nonservice-connected care under which benefit they would like to be seen. Service-connected care must be seen under the Veterans benefit. VA benefits could have Veteran copays for out of pocket expense, that cannot be offset by TRICARE. If TRICARE is chosen, services would be subject to the TRICARE deductible and cost shares determined by the plan they are enrolled in.

Note 1: National Guard and Reserve Servicemembers that are activated on Federal orders for a period of greater than 30-days must be treated as active duty and seen under their TRICARE benefit.

Note 2: It is highly recommended that beneficiaries with TRICARE for Life (TFL) opt to use their Veteran benefit if eligible; or seek care outside the VA system of care. VA facilities are not Medicare certified and therefore the TFL beneficiary would be responsible for 80% of the TRICARE allowable rate.

**For additional information, call
the Finance Department at
1-800-872-8662, Ext. 64011**

VA MISSION Act of 2018

Your Care is Our Mission

The VA MISSION Act strengthens VA's ability to deliver trusted, easy to access, high quality care at VA facilities, virtually through telehealth and in your community. That means you get the care and services you need, where and when you need them.

VA is devoted to providing an excellent experience for you and the important people in your life. We are strengthening our ability to deliver timely, high-quality health care through a network of providers and cutting-edge technology.

Under the VA MISSION Act, VA will:

- Continue to provide you with an excellent health care experience.
- Deliver the right care, at the right time, at the right place.
- Continue to offer care through telehealth in your home, in a VA facility or in the community.
- Provide more options for health care, including community care and urgent/walk-in care.
- For more information visit www.missionact.va.gov or contact any frontline VA employee.

QUICK REFERENCE GUIDE

Hospital Emergency Room (ER) Visits

- Please ensure you, or the facility, contact the VA at **1-844-724-7842** within 72 hours of reporting to an ER if you would like to have VA considered as a payor.
- To find an in-network facility call 1-877-881-7618, or your nearest VA facility.

Urgent Care

- To verify eligibility, call 1-844-MYVA311 (1-844-698-2311).
- To find an in-network urgent care visit: <https://www.va.gov/find-locations> or call: 877-881-7618.
- The facility must call 1-888-901-6609 to start your authorization upon presenting.
- To obtain (not required) "Urgent Care Assistant Cards" visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp.

Pharmacy Reimbursement

- Medications prescribed must be related to **authorized** services and follow the VHA Formulary Management Process.
- Prescriptions may only be filled by a non-VA pharmacy when the medication is **needed promptly** to treat an **emergent or urgent medical condition**.

Pharmacy Reimbursement Continued:

- You may use a participating community pharmacy to obtain up to a 14-day supply of medication without refills or 7-day supply (or State limits) of opioid medications at no charge. To find a participating pharmacy visit: <https://www.va.gov/find-locations>.
 - If longer than a 14-day supply, or if the prescription is not needed immediately, the community care network provider must provide 2nd prescription to be filled by VA pharmacy.
 - Prescriptions must be filled in the same state as the urgent care visit.
- To request reimbursement, you must send the medication slip with your name, the name of the medication, prescription number, quantity received and a copy of the paid receipt. Send this information to:

Tomah VAMC
Attn: Office of Community Care
500 E. Veterans St.
Tomah, WI 54660

Primary Care

- Authorization for primary care covers only services related to primary care.
- Any other specialty services require a new referral and a separate authorization. Request for other services must be sent to the VA from the primary care provider. An approved authorization is required before going ahead with care, if you are requesting the VA to cover payment of services.

Copays

If you are being seen through a Mission Act referral and you would normally have a VA co-payment for VA services, you may have a copay for **each** community visit you attend.

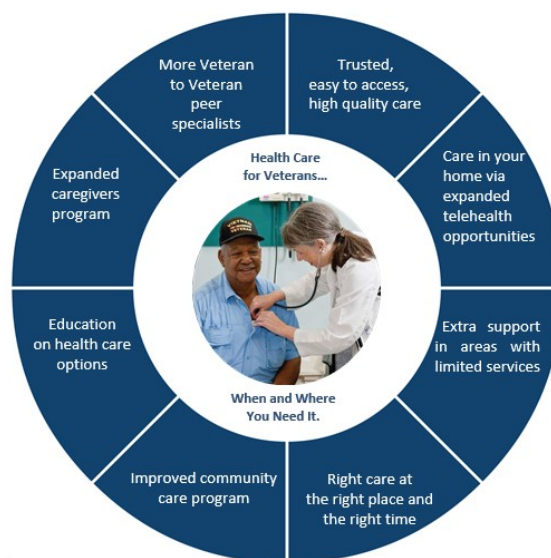
Durable Medical Equipment (DME)

Prosthetic/DME items (i.e.: walkers, wheelchair, shower chair, crutches, canes, etc.) **must** be issued by the VA Prosthetics Department unless it is an urgent need for an emergency issue. Community Care Providers should submit DME request to the VA to be filled prior to its need.

Authorizations

It is very important that you pay attention to the dates of your authorization. Each authorization has a start date and an expiration date. Services received before the start date or after the authorization expires will be at your own expense.

**For more information, call Community Care at
1-800-872-8662, Ext. 68182 from 9:00 am to 3:30 pm
Building 408, 2nd Floor, Room 2841**



CO-MANAGED CARE/DUAL CARE

We encourage you to get all your medical care through the VA. This means a single VA primary care provider and a team who coordinates all parts of your care. If you choose to have both a VA and a community provider, we will work with your private doctor(s) to provide and coordinate your health care.

We call this Co-Managed Care or Dual Care. It means that your Patient Aligned Care Team (PACT) and non-VA providers will work together to provide safe, appropriate and ethical medical care. This is accomplished through continued communication, often facilitated by you, to keep all providers informed.

- You need to tell both your VA provider(s) and your non-VA provider(s) that you want to have coordinated care.
- You must sign a “Request for An Authorization to Release Medical Records or Health Information” form.
 - Contact the Release of Information Office (see page 14) for help.
- You must have all necessary records and documents from your non-VA provider sent to the VA provider.
- Tell your providers about any changes in your health.
- Changes made to your treatment or medications must be shared with your providers.

Please be advised that VA providers are under no duty to follow a treatment or medication plan suggested by non-VA providers if:

- They disagree with the plan.
- That plan conflicts with national or local policies linked to prescription of medications.

VA providers will tell you their reasons for changing or declining a treatment or medication plan.

[For more information, talk with your VA primary care provider.](#)

CONNECT YOUR PROVIDERS

Wouldn't it be great if all your health care providers could seamlessly and securely access the information they need to keep you healthy? With Veterans Health Information Exchange (VHIE), they can.

VHIE gives your health care providers a more complete view of your health record to help them make more informed treatment decisions. Through VHIE, community providers who are a part of your care team can safely and securely receive your VA health information electronically. VA only shares your health information with participating community providers via VHIE when they are treating you.

Health Information Exchanges (HIEs) are common tools used across the healthcare industry to improve continuity of care, reduce duplicative tests and avoid clinical error when you see health care providers from different practices or networks. VHIE's secure system also eliminates the need to send paper medical records by mail or to carry your records to appointments with community providers.

To make VHIE sharing more seamless, VA is changing the rules for electronic health information sharing in accordance with the [VA MISSION Act of 2018](#). As April 17, 2020, VA can seamlessly and securely share your health information with community providers who are a part of your care team. Previously, you had to complete a form to opt in, or elect to, share your personal health information via VHIE with a community provider.

Seamless, secure sharing via VHIE means your care team will be able to:

- Better understand your health history and be able to focus more time on what is important to you.
- Develop safe and more effective treatment plans.
- Work together to keep you safe and improve your overall health.



To learn more about Connecting Your Providers and sharing your health care records, please visit www.va.gov/vhie

EMERGENCY CARE IN NON-VA FACILITIES

During a medical emergency, you should immediately seek care at the nearest medical facility. A medical emergency is an injury, illness or symptom so severe that without immediate treatment, you believe your life or health is in danger.

If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.



You **do not** need to check with VA before calling for an ambulance or going to an emergency department. During a medical emergency, VA encourages all Veterans to seek immediate medical attention without delay. A claim for emergency care will never be denied based solely on VA not receiving notification prior to seeking care. It is, however, important to promptly notify VA after receiving emergency care at a community emergency department. Notification should be made within **72 hours** of admission to a community medical facility. This allows VA to assist you in coordinating necessary care or transfer. Notification helps to ensure that the administrative and clinical requirements for VA to pay for the care are met.

Service-Connected Emergency Care

In general, VA can pay for emergency medical care at a local emergency department for a Veteran's service-connected condition, or related care. Specifically, emergency medical care for your service-connected or related condition(s) is eligible for VA payment if the VA wasn't reasonably available to provide the care.

In accordance with the following situations and requirements, VA can pay emergency care costs for:

*Scenarios 1-3 must all meet #4

1. A Veteran who receives emergency treatment of a service-connected or related condition in a community emergency department; **OR**
2. A Veteran who is Permanently and Totally disabled (P&T) as the result of a service-connected condition is eligible for emergency treatment of ANY condition; **OR**
3. A Veteran who is participating in a VA Vocational Rehabilitation Program and who requires emergency treatment to expedite their return to the program, is eligible for emergency treatment for any condition; **AND**
4. The emergency would cause the Veteran (or another layperson without medical training) to think that a delay in care would make their life or health, to be in danger.

Nonservice-Connected Emergency Care

VA may pay for emergency medical care at a community emergency department for a non-service connected condition. However, there are several requirements and factors that affect the extent to which VA can cover those services. Specifically, emergency medical care for a nonservice-connected condition(s) is eligible for VA payment when **all** following five elements are true:

1. Care was provided in a hospital emergency department (or similar public facility held to provide emergency treatment to the public); **AND**
2. The emergency was of such a nature that the Veteran (or another layperson without medical training) to think that a delay in care would make their life or health, to be in danger; **AND**
3. A VA medical facility or another Federal facility was not reasonably available to provide the care; **AND**
4. The Veteran is enrolled and has received care within a VA facility during the 24 months before the emergency care; **AND**
5. The Veteran is financially liable to the provider of emergency treatment.

There are limitations on VA's ability to provide coverage if you have other health insurance (OHI). If OHI does not fully cover the costs of treatment, VA can pay certain costs for which you are personally liable.

VA is also legally prohibited from providing coverage for individuals covered under a health plan contract because of a failure by you or the provider to comply with the provisions of that health plan contract, e.g., failure to submit a bill or medical records within specified time limits or failure to exhaust appeals of the denial of payment.

For more information, visit

https://www.va.gov/COMMUNITYCARE/programs/Veterans/Emergency_Care.asp

Medical / Pharmacy Benefit: Urgent Care Instructions VA Community Care Network



Note to Veteran: Please check your eligibility and print this document or have it accessible on a mobile device. **You will need this information to receive urgent care prescriptions.**

Critical Information

- Urgent care facilities are required to call 1-888-901-6609 (interactive system available 24/7) and verify a Veteran's eligibility before providing care. If urgent care facilities do not call this number, Veterans will encounter difficulties filling prescriptions resulting from their visit.
- Veterans must be urgent care eligible and seek services from an in-network urgent care facility or walk-in retail health clinic (referred to as urgent care). To find in-network locations, please visit: www.va.gov/find-locations.
- You do not require an insurance card for this benefit.
- You need to bring a valid government-issued photo ID to the urgent care location and in-network pharmacy.
- You will not have to pay the provider a copay for urgent care services. If a copay is required, you will be billed by VA.
- VA Community Care Network (CCN) allows up to a 14-day prescription of urgently needed medication with no refills. Please note, prescriptions for opioids will be filled in compliance with state law where the prescription is filled, up to a maximum of seven days. Urgent care prescriptions may be filled at a VA medical facility or an in-network CCN pharmacy. You should have your prescription filled in the state where you received care.
 - Medication must be on the VA Urgent/Emergent Formulary list:
https://www.pbm.va.gov/PBM/nationalformulary/UE_Formulary.xlsx

Veteran Information

- To be eligible for urgent care, you must:
 - Be enrolled in the VA healthcare system **AND**
 - Have received care through VA from either a VA or community provider within the past 24 months.
- You may verify your eligibility by calling this number:
1-844-MyVA311 (1-844-698-2311) and selecting option 1 and then option 3. You may also call your local VAMC, select the option for MISSION Act, and then select option 3. The interactive system is available 24/7.
- You can find an in-network walk-in retail health clinic or urgent care facility by visiting: <https://www.va.gov/find-locations/>. For telephone assistance finding locations, Veterans can call 1-877-881-7618 (8 a.m. - 8 p.m. EST)
- Pharmacy processing: you must present the below processing information to the pharmacist in order to receive medications. To find an in-network pharmacy, please visit: <https://www.vacommunitycare.com>.
Click on “I am a Veteran” then click on “CCN Pharmacy Network Search”.
 - BIN: 004336
 - PCN: ADV
 - Rx Group: RX4136
 - 9 Digit Member ID: Veteran’s SSN
 - Veteran’s date of birth (YYYYMMDD)
 - For pharmacy processing questions or assistance, please call the CVS Caremark Pharmacy Help Desk at 1-800-364-6331. The pharmacy help desk is open 24/7.
- If you encounter any challenges at the urgent care visit or pharmacy, you should call:
1-888-901-6609 (6 a.m. – 11 p.m. CST).

Provider Information

- The urgent care benefit is considered open access. You, the Veteran, may go to an in-network urgent care facility or walk-in retail health clinic in the VA CCN and receive care without a referral from VA.
- Urgent care facilities are required to call 1-888-901-6609 to verify eligibility before providing care. It will also allow you to get urgent care prescriptions filled at an in-network pharmacy. If urgent care facilities do not verify eligibility, you, the Veteran, will encounter difficulties filling prescriptions resulting from your visit. Urgent care facilities can verify eligibility 24 hours a day, 365 days a year through an interactive system. If providers have questions, representatives are available from 7 a.m. - 12 a.m. EST.
- After the visit, urgent care providers must submit medical documentation to the Veteran’s servicing VAMC based on the ZIP code of the Veteran’s residence. Documentation must be submitted within 30 calendar days of the date of service.
Find a VAMC at www.va.gov/find-locations/.
- Claims must be billed with the appropriate Centers for Medicare and Medicaid Services (CMS) Place of Service (POS) 17 and 20.

ELIGIBILITY BENEFITS

The Department of Veterans Affairs is committed to telling Veterans about VA health care benefits and services. VA creates a personalized “Veterans Health Benefits Handbook” for each Veteran enrolled in the VA health care system. The handbook will provide a current and accurate description of VA health care benefits and services. Your handbook will be custom-made for you with personal identifying information. You should safeguard it as you would any other sensitive personal document.

The Veterans Health Benefits Handbook includes:

- Eligibility and health care benefits
- Contact information for your local facility
- Information about copayment responsibilities
- Instructions on how to schedule appointments
- Guidelines to communicate treatment needs
- Patient rights
- Ways to get copies of medical records
- Other important information

You will get your personalized handbook via U.S.P.S. mail. Therefore, you should have a current address on file with the VA. Handbooks are mailed based on Priority Group, beginning with Priority Group 1 and ending with Priority Group 8. To see when you might receive your handbook, go to: www.va.gov/healthbenefits/vhbh/ and click “View Sample Handbook”.

VA publishes A Health Benefits Guide. The Veterans Health Benefits Guide is designed to offer general information about the VA Medical Benefits Package. It is designed to give information Veterans need to understand VA’s healthcare system. It has answers to frequently asked questions about eligibility and benefits. Copies are available to you at all VA medical centers. They can be downloaded at: <https://www.va.gov/healthbenefits/resources/epublications.asp>.

This publication is very helpful. We encourage you to reference it whenever you have questions about your eligibility for specific health care benefits. Additional assistance is available at the follow resources:

Tomah VAMC Enrollment & Eligibility
Building 400, 1st Floor
Visit www.va.gov/healthbenefits
1-877-222-VETS (8387)
Monday-Friday 7:00 a.m. - 7:00 p.m. (CST)

DISABILITY COMPENSATION BENEFITS

What is VA Disability Compensation Benefit?

Disability compensation is a tax-free benefit. It is paid to a Veteran for disabilities caused or made worse by injuries or diseases that happened while on active duty, active duty training or inactive duty training.

Who is Eligible?

You may be eligible for disability compensation if you have a service-related disability and you were discharged under other than dishonorable conditions.

How can you apply? Use a paper form and fill out VA Form 21-526, Veterans Application for Compensation and/or Pension. If you have any of the following materials, please attach them to your application:

- Discharge or separation papers (DD214 or equivalent)
- Dependency records (marriage & children's birth certificates)
- Medical evidence (doctor & hospital records)

OR

Apply online: <https://benefits.va.gov/benefits/vonapp.asp>. Your County Veterans Service Officer will assist you with filing claims.

Related benefits (entitlement may depend on level of disability):

- Priority medical care
- Vocational rehabilitation
- Clothing allowance
- Grants for specially adapted housing
- Automobile grant and adaptive equipment
- Service-disabled Veterans insurance
- Federal employment preference
- State/local Veterans benefits
- Military Exchange and Commissary privileges

For more information, call 1-800-827-1000

or visit

www.va.gov

HOW TO ACCESS YOUR VA HEALTH CARE

You can access VA care 24 hours a day, 7 days a week. Use VA's telephone service to:

- Schedule appointments for all clinic areas. This includes primary/ambulatory care, Community Based Outpatient Clinic (CBOC) and specialty clinics.
- Call the VA pharmacy to access the automated telephone refill services for medications or supplies.
- Get advice about your health care concerns.

During Business Hours (Monday - Friday, 8:00 a.m. to 4:30 p.m.), call 1-800-872-8662 to:

- Make, change or cancel an appointment. The Call Center will help to plan with your primary care provider and extended team as much as possible. If you know you are going to miss an appointment, please cancel as soon as possible so that another Veteran can use that appointment time.
- Get advice about your health concerns. You can work through your assigned care manager as well as other members of your Patient Aligned Care Team (PACT). This includes the extended team members from your clinic such as pharmacy, social work, mental health, etc.
- If you are feeling sick, you will be referred to the nurse advice line. Please understand that if you "walk in" to primary care clinic without a scheduled appointment, we will evaluate your condition. You will then be seen per the severity of your medical situation.

After Business Hours (nights, weekends and federal holidays) Call the 24/7 Nurse Triage Line: 1-888-598-7793.

Use this service to get advice about your health concerns. The advice line is staffed by licensed nurses. They will talk with you about your medical issues and work with you to figure out what care you need. The nurse will document the telephone call in your electronic medical record and inform the appropriate medical provider.

The Tomah VAMC uses an automated telephone call to remind you of upcoming clinic appointments. This helps lessen missed appointments and improves access for all Veterans.

Utilize the on-line "secure messaging" function in My HealtheVet to ask about non-emergency issues. You may also send specific questions about your medication, upcoming appointments, day to day health plan, etc. Your clinic will reply to you through the on-line response or by phone to give you the answers or services you need.

MY HEALTHEVET

My HealtheVet is a web-based personal health record that gives you information and tools to manage your health. It allows you to quickly access and manage your VA health records online, keep track of test results and record personal health measurements. Registration and in-person authentication are required to have full access to all features. With My HealtheVet you can gain a better understanding of your health status, explore a variety of options to improve your health and learn how to become partners with your caregivers.

My HealtheVet most used features:

Prescription refill: allows you to request a VA refill online and track prescription deliveries. You can also find a history of your VA prescriptions.

The VA Blue Button: allows you to view, print, save and/or download your VA health information. Your VA health information can include lab results, provider notes, vitals and readings, pathology, radiology reports and much more.

The Secure Messaging feature gives you a safe and convenient way to communicate online with your VA health care provider(s) between appointments. You can discuss your health, follow-up care instructions, medications, lab results and other non-emergent, routine questions. You can view upcoming VA appointments, schedule primary care appointments and receive email reminders regarding appointments.

You can add information to a personal health journal about your over-the-counter medications, allergies, military health history, medical events and tests. You can record and track personal information such as contact information, emergency contacts, health care providers and health insurance information.

My HealtheVet is a secure website. The VA follows strict security policies and practices to make sure that your personal health information is safe and protected. Remember that you also have a responsibility to keep your health information safe by not sharing your password or leaving printed material where someone else can see it.



My HealtheVet continued on next page

MY HEALTHEVET - CONTINUED

The My HealtheVet online prescription tool allows you to track your delivery and get VA prescription shipment notifications.

- Track delivery of VA prescriptions mailed in the last 45 days, anytime you have access to the Internet.
- Know when your prescriptions should arrive to your home or address on record.
- View details about tracking information on each prescription.
- Know if other items are included in the same delivery package.
- The track delivery feature is not available for medications that are dispensed and mailed from your local VA pharmacy. Those can be tracked by sending a secure message to our “Ask a Pharmacist” Secure Messaging team.

Track Your VA Prescriptions*

1. Log in to My HealtheVet, www.myhealth.va.gov
2. Go to Pharmacy on the left side of your screen.
3. Select Track Delivery. Once there, select Prescription Tracking then select tracking number.
4. Click Continue to Delivery Service website to view product and tracking information.

Get Rx Refill Shipment Notifications*

1. Log in to My HealtheVet, www.myhealth.va.gov
2. Select Personal Information under the My HealtheVet logo (upper left corner), then select My Profile.
3. Scroll down to Subscribe to Email Notifications and Reminders and select the radio button for Rx Refill Shipment Notifications.
4. Scroll down and select Save on the bottom of your screen. You now will receive email notifications about your Rx Refill Shipments.

*To receive notifications and track refills, you must have a Premium My HealtheVet account.

For more information, call the:

National Help Desk at 1-877-327-0022, Monday-Friday 7 a.m.-7 p.m. CST

OR

Tomah VAMC My HealtheVet Coordinator at 1-800-872-8662, Ext. 61782

PATIENT ALIGNED CARE TEAM (PACT)

PACT is the cornerstone of the New Models of Care initiative that is intended to transform the way you receive care. PACT assists VA in transforming your care by providing patient-driven, proactive, personalized, team-based care focused on wellness and disease prevention resulting in improvements in your satisfaction, improved health care outcomes and costs. The PACT model is built on the well-known concept of the patient-centered medical home staffed by high-functioning teams.

They focus on:



Partnerships
with Veterans



Access
to care using
diverse methods



Coordinated care
among team
members



Team-based care
with Veterans as the
center of their PACT

How Does a PACT Function?

A PACT is a partnership between you and your health care professionals to plan for the whole-person care and life long health and wellness. This is personalized care to meet your individual health care goals. Your care team looks at all aspects of your health with emphasis on disease prevention and health promotion.

A PACT offers many ways to access health care. In addition to personal visits with your primary health care provider, you may schedule visits with other members of your team. You also may have access to group clinics, educational seminars, plus a wealth of information on the web through MyHealtheVet. Also, you can communicate with members of your PACT by telephone or through Secure Messaging via HealtheVet.

A PACT achieves coordinated care through collaboration. All members of your team have clearly defined roles. They meet often to talk with you and each other about your progress toward achieving your health goals. The focus is on building trusted, personal relationships resulting in coordination of all aspects of your health care.

A PACT uses a team-based approach. You are the center of the care team that also includes your family members, caregivers and your health care professionals (i.e. primary care provider, nurse care manager, clinical associate and administrative clerk). When other services are needed to meet your goals and needs, another care team may be called in.

CLINICAL SERVICES

AUDIOLOGY

Any Veteran eligible for VA service is eligible to receive free hearing aids if the need is determined appropriate by a trained, licensed Audiologist. No consult is needed for a hearing assessment. At the hearing assessment you will get the results and whether you are a candidate for hearing aids. At that time, you will be offered an opportunity to choose VA hearing aids. Generally, the degree of hearing loss required to be considered a candidate is quite minimal. Most of the Veterans assessed for hearing aids, who think they have any difficulty hearing, are candidates.



How much do hearing aids cost?

Hearing aids through the VA are always FREE to the Veteran. However, if you are required to pay co-pays there are generally two \$50 Specialty clinic co-pays incurred while getting hearing aids. These co-pays are not for the hearing aids, rather for the office visits. The VA will also supply all batteries, wax filters and pay for all necessary repairs for the life of the hearing aids.

How long do hearing aids last?

The life expectancy of hearing aids is generally five (5) years. At that time, if you have received hearing aids through the VA before, you can self-refer to Audiology. Hearing loss will be re-assessed, and you will be issued new hearing aids.

How do VA hearing aids compare?

VA and DoD contract with 5 major hearing aid manufacturers to provide you with the highest level of technology available.

Audiology Services

Once you have received hearing aids through the VA, you can simply call Audiology directly for any concerns you have with your hearing aids.



**For more information, call the
Advanced Medical Support Assistants at
1-800-872-8662, Ext. 61360**

OR

**Tomah Audiology Clinic at 608-372-1291
or 1-800-872-8662, Ext. 61291
Wisconsin Rapids Audiology at
1-800-872-8662, Ext. 61234**

DIABETES, CLINICAL NUTRITION & MOVE!

Registered Dietitians (RDs) can provide you with face-to-face group, individualized session, telephone or Telehealth (TH) appointment which includes VA Video Connect (VVC) appointments. Modifying lifestyle (nutrition and physical activity) habits is the first step in improving health and wellness. Education provided can help to enhance your quality of life. RDs can help you effectively lose or gain weight, improve blood sugars, reduce medication, reduce problems associated with diabetes, improve blood cholesterol levels/gastrointestinal (GI) function, etc.



For clinic details, please contact your PACT Dietitian.

Tomah Diabetes Clinics:

- Diabetes Review Clinic (DRC)
- Diabetes Intensive Clinical Care Management (ICCM)
- Diabetes Lifestyles
- Diabetes on Track-MOVE!
- Diabetes Educator
- Diabetes Ed Intake
- Diabetes Ed Phone

Tomah Nutrition Clinics:

- Nutrition 101
- Nutrition IND

MOVE (Weight Loss) Clinics:

- MOVE! Nutrition
- MOVE! Group
- MOVE! Support
- BAM (Be Active and MOVE)

Wisconsin Rapids (WIS), Clark County (CLA), and Wausau (WAU) Clinics:

- WIS and CLA Diabetes Educator
- WIS Diabetes Ed Phone
- WIS Telephone-Nutrition
- WIS Telephone MOVE!
- WIS and CLA MOVE! Nutrition
- WIS and CLA Nutrition 101
- WIS, WAU and CLA TH ICCM
- WAU individualized TH clinics

La Crosse (LAC) Nutrition and MOVE Clinics:

- LAC Nutrition 101 Group
- LAC Nutrition IND
- LAC MOVE! Clinics

La Crosse (LAC) Diabetes Clinics:

- Diabetes Intensive Clinical Care Management (ICCM)



**For more information, call the
Advanced Medical Support Assistants
1-800-872-8662, Ext. 61360**

DENTAL

The staff of the Tomah VAMC Dental Clinic are here to help you keep your teeth and gums healthy.

The Dental Clinic provides most types of dental care (i.e. cleanings, fillings, crowns, X-rays, periodontics, etc.). We do not provide orthodontic treatment.

The Tomah VA Dental Clinic has general Dentists, Hygienists, Dental Assistants and a Program Support Assistant.

We perform more than 15,600 procedures each year. You must meet eligibility requirements to be treated in the dental clinic. If you are returning from combat, enrolled in the Vocational Rehabilitation program or service connected and unemployable, you are eligible for one-time care. Our staff can help you determine if you are eligible to receive treatment here.

At the Tomah Dental Clinic you will see friendly faces. You will be encouraged to come in and allow us to work with you to provide the best care in a comfortable and tolerable manner. We will provide you with painless dental care and give you information about your dental health and treatment options.

**The Dental Clinic is in Building 400, 3rd Floor.
Monday through Friday, 8 a.m. to 4:30 p.m.
1-800-872-8662, Ext. 61720**

**For Dental eligibility requirements,
please contact Enrollment and Eligibility at:
1-800-872-8662, Ext. 61751**



VA DENTAL INSURANCE PROGRAM (VADIP)

The VA provides comprehensive dental care to Veterans who meet eligibility standards; however, the benefit is not available to all Veterans. VA would like all Veterans and beneficiaries to have access to good oral health. Good oral health is more than just a nice smile or ability to chew favorite foods. It impacts a person's overall health throughout his or her life.



VADIP was established as a pilot program by the Caregivers and Veterans Omnibus Health Services Act in 2012. The pilot program, January 1, 2014 - January 31, 2017, assessed the feasibility and advisability of providing a premium based dental insurance plan to eligible individuals. The VA Dental Insurance Reauthorization Act of 2016, signed into law July 29, 2016, allows VA to continue VADIP until December 31, 2021.

VA has selected Delta Dental of California and MetLife to offer private insurance coverage for VADIP. For more information, visit www.va.gov/healthbenefits/VADIP. Veterans also can call the providers directly: Delta Dental at 1-855-379-3303 and MetLife at 1-888-310-1681.

Eligibility for VADIP

Veterans enrolled in the VA health care program and CHAMPVA beneficiaries are eligible to participate in VADIP. Participation in VADIP does not affect Veterans' eligibility for VA dental services and treatment. Dependents of Veterans, except those eligible under CHAMPVA, are not eligible for VADIP.

Dental Plan Information

Coverage will be provided throughout the United States and its territories. Multiple plan options allow participants to select a plan that provides benefits and premiums that meet their dental needs and budget. Coverage services vary by offered plan and may include diagnostic, preventative, surgical, emergency and endodontic/restorative treatment. Each participant will pay a fixed monthly premium for coverage, in addition to any copayments required by his or her plan.

For more information, visit www.va.gov/healthbenefits/VADIP

HOME BASED PRIMARY CARE (HBPC)

HBPC is health care services provided to Veterans in their home. A VA physician supervises the health care team who provides the services. HBPC is for Veterans who have complex health care needs for whom routine clinic-based care is not effective. The program is for Veterans who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities. Veterans usually have difficulty making and keeping clinic visits because of the severity of their illness and are often homebound. (Being homebound is not required for HBPC services.) This program is also for Veterans who are isolated or their caregiver is experiencing burden. HBPC can be used in combination with other home and community-based services.

Am I eligible for HBPC?

HBPC is part of the VHA Standard Medical Benefits Package. All enrolled Veterans are eligible IF they meet the clinical need for the service and it is available. A copay for HBPC may be charged based on your VA service-connected disability status and financial information. You may have a basic copay each time a VA staff team member comes to your home for a medical visit. The copay is the same as if you went to a VA clinic. Contact your VA social worker/case manager to complete the Application for Extended Care Benefits (VA Form 10-10EC) to learn about your copay.

What services can I get?

HBPC provides a team of experienced health care professionals. Together they review your health care needs. They offer treatments and support for you and your caregivers. Services available in HBPC include: Primary care visits at home (by a physician, nurse practitioner or physician's assistant) and care management (by a nurse practitioner, physician's assistant, nurse, social work, rehabilitation, psychology, dietary or pharmacy staff).

How do I decide if it is right for me?

You can use a Veteran Decision Aid for Care at Home or in the community to help you figure out what home care services may best meet your needs now or in the future.

A Caregiver Self-Assessment can help your caregiver identify their own needs and decide how much support they can offer you. Having this information from your caregiver, along with the involvement of your care team and social worker, will help you reach short and long-term care decisions.

Ask your social worker for these resources or download copies from the Making Decisions and Advance Care Planning section at:

www.va.gov/Geriatrics.

Your VA physician or social worker can tell you if a HBPC Program is available in your area.



HOME TELEHEALTH

Home Telehealth (HT) is a program which Veterans must be enrolled. HT provides care and case management to coordinate care using health information, disease management and technologies. Services can include in-home and mobile monitoring, messaging and/or video technologies.

The goal of HT is to improve clinical outcomes and access to care. Another goal is reducing complications, hospitalizations and clinic or emergency room visits for:

- Veterans in post-acute care settings
- High-risk Veterans with chronic disease
- Veterans at risk for placement in long-term care

Home Telehealth has two Health Promotion and Disease Prevention Programs (weight management and tobacco cessation).

There is no additional cost to you if you participate with a device that connects with a landline or has a cellular modem built within it. You can use the keypad of a landline telephone or a cell phone. The VA pays a service provider for connection, so you do not have to have Internet unless you participate using an app.



**For more information, call the
Home Telehealth Services at
1-800-872-8662, Ext. 67757**

LABORATORY

The Tomah VA Laboratory strives to be a model of clinical and organizational excellence. 70% of all medical decisions are based on laboratory results. Our mission is to provide quality care to Veterans and provide services that are delivered in a timely and professional manner.



The Tomah VA Laboratory maintains professional accreditation. It is inspected by the Food and Drug Administration. Our team is staffed by Medical Technologists and Medical Laboratory Technicians.

VA Tomah laboratory offers a broad range of laboratory testing. On-site testing is available in the following areas:

- Hematology/Coagulation
- Chemistry/Urinalysis
- Blood Bank
- Microbiology

The Tomah VA Laboratory is open from 7:00 a.m. to 4:30 p.m., Monday through Friday, for routine outpatient blood draws. The Laboratory is staffed outside these hours until 11:00 p.m. Monday through Friday and 7:00 a.m. to 5:30 p.m. Saturday and Sunday for additional needs.

Following the entry of orders, Veterans should report to Building 400, 2nd Floor, Room 2050, for blood draw. Veterans who require blood draws in the inpatient settings, will be drawn by laboratory staff during specified times.

On-site testing is typically completed the same day the samples are obtained. Tests not performed on-site will be sent to a certified lab. Completion time of testing may vary.

Laboratory test results can be obtained by contacting your VA provider.

MENTAL HEALTH SERVICES

The Tomah VAMC offers Veterans specialty mental health services. These services are evidence-based and recovery-oriented. Services are meant to improve function and increase quality of life. Services are offered in a variety of settings. The setting varies based on the concern.

Common concerns include:

- Depression
- Post-Traumatic Stress Disorder (PTSD)
- History of sexual trauma
- Addiction
- Bipolar disorder
- Difficulty sleeping
- Grief/loss
- Marriage/family conflict
- Anxiety

Primary Care-Mental Health Integration (PCMHI) is a Veteran-centered program providing same-day, evidence-based collaborative mental and behavioral health care. This happens within the primary care setting. The PCMHI program emphasizes early intervention for common mental health conditions. This broadens access to mental/behavioral health care. It also allows mental health specialty resources to focus on Veterans with more complex mental health needs.

Outpatient mental health services are available at the Tomah VAMC and the CBOCs. Services include medication management of mental health concerns and psychotherapy. Psychotherapy is available in individual and group formats. The Tomah VA offers specialty care through the Addiction Treatment Program and outpatient specialty PTSD care.

The Residential Rehabilitation Treatment Program (RRTP) offers intensive treatment. RRTP's focus is on PTSD, sexual trauma and addiction.

For Veterans experiencing mental health concerns, the Tomah VAMC offers an 11-bed inpatient mental health unit. Our acute care mental health unit offers the highest level of intensity care. It is short-term with a focus on giving hope, developing stability, with coping skills education and coordinating appropriate follow-up care.

MENTAL HEALTH SERVICES - CONTINUED

Mental Health Intensive Case Management (MHICM) is a program for Veterans with serious mental illness. Veterans in MHICM experience significant barriers to functioning. Case managers visit Veterans in their community and assist with all aspects of their life. Assistance includes finding resources, making appointments and meeting their mental health goals.

The Psychosocial Rehabilitation and Recovery Center (PRRC) is a curriculum-based program. Veterans with serious mental illness can attend specific classes and learn about illness management and coping skills. This program encourages independence and community integration. Case managers assist Veterans in achieving personalized mental health goals.

Compensated Work Therapy (CWT)/Transitional Residence (TR) works with Veterans recovering from chronic behavioral health concerns, addiction and homelessness. CWT/TR provides Veterans a team of peer and professional support, emphasizing on competitive employment. TR is a residential program. To promote independent living, residents will:

- buy and prepare their own food
- shop for necessary supplies
- clean their individual and community living areas

Outpatient mental health services are available via VA Video Connect. See page 78, VA Video Connect for more information.

Treatment options is a team process where you are at the center of identifying your needs and treatment goals. We are committed to helping you achieve your mental health goals as part of your overall health and wellbeing.

**For more information, call your health care provider
OR
the Mental Health Outpatient Clinic at
1-800-872-8662, Ext. 61761**

NON-INSTITUTIONAL CARE

The Non-Institutional Care (NIC) specializes in coordinating services that allow you the ability to remain independent in your home.

Purchased Care:

Purchased Care staff work with community partners such as home health agencies, nursing homes and adult day care centers. This ensures you are being provided quality care in your home that promotes independence. Community partners help the VA to continue to serve Veterans. The community partners may provide services that you might benefit from including:

- Bathing
- Dressing
- Housekeeping
- Grocery Shopping
- Cooking, and more.

Home Telehealth:

Home Telehealth is a chronic disease management program. It focuses on helping Veterans live in their homes. Home Telehealth helps you develop goals for managing chronic disease. The intended outcome is preventing frequent emergency room visits or hospitalizations. Registered Nurse Care Coordinators use information, transmitted by you, via phone, computer or another device. Information is used to assess for increased symptoms or issues related to your disease/condition. After a review of vital signs and any questions, the nurse can then reach out to you to discuss treatment that may be needed. This includes helping connect with your provider.

All NIC programs have the same goal of providing care that promotes independence and the ability to remain safely at home if possible.

**For more information, call the
NIC Manager at
1-800-872-8662, Ext. 61186**

OPTOMETRY

If you have VA health care benefits, your routine eye exams, testing and treatment for ocular diseases are covered. You can schedule directly with one of our Advanced Medical Support Assistants. You may be subject to a specialty clinic copay charge of \$50.00.

If you are blind or have low vision, there are more advanced vision care aides and rehabilitation services available.

Eye clinic staff is available:

Monday - Friday from 7:30 am to 4:15 pm
Building 400, 3rd Floor, Room 3051 (check in).

Will the VA cover my eyeglasses?

Eligibility is based on the results of your eye examination and at least one of the following:

- Service connection greater than 10% for any condition
- Service connection for any eye condition
- Former POW
- Purple Heart Recipient
- Need regular aid and attendance
- Vision problems caused by an illness for which you are receiving VA care such as diabetes, stroke, etc.
- Vision problems caused by an injury sustained on active duty
- Dual sensory impairment (vision and hearing loss) that is severe enough to interfere in your ability to take an active role in your own health care and eyeglasses would help to reduce the impact of your impairment.

**For more information, call the
Advanced Medical Support Assistants at
1-800-872-8662, Ext. 61360
OR
Eye Clinic at
608-372-1605**



PALLIATIVE, HOSPICE & BEREAVEMENT CARE

Palliative Care helps identify goals, concerns and future needs to decrease the burden of your illness and its effects on you and your family. Palliative Care works to relieve physical and emotional suffering, improve Veteran-provider communication, decision making and coordinates continuity of care across multiple health care settings. Palliative Care can be provided at any stage of your illness.



Hospice Care is the most intense form of Palliative Care. Hospice care can be provided if you have a life expectancy of less than six months. The focus of Hospice Care is providing comfort and promoting quality of life.

Hospice and Palliative Care services are available for Veterans in both the inpatient and outpatient settings.

Bereavement Care is supportive and emotional care. It is provided to individuals who have experienced a loss of a person close to them. Bereavement care can be provided through Chaplain Services and Hospice staff. Bereavement support is provided for the loved ones of Veterans who died while inpatient at the Tomah VA.

**For more information call the
Hospice, Palliative, Bereavement, Transitional Care Coordinator at
1-800-872-8662, Ext. 61752
OR
Chaplain Services at
1-800-872-8662, Ext. 60220**

PHARMACY

Outpatient Pharmacy is in Building 407, 1st Floor, Room 1767. Hours are Monday through Friday, 8:00 a.m. - 4:30 p.m. It is closed on weekends and Federal holidays.

Urgent Prescriptions

Urgent prescriptions are filled at Outpatient Pharmacy for pick-up, or at the InstyMeds dispenser in Urgent Care, La Crosse and Wisconsin Rapids Outpatient Clinics.

If you are coming from a clinic appointment, please check in at the dispensing window. Medicines are not filled until you check in.

Your name will appear on notice boards when your prescription is ready. When your name appears, bring your VA ID to the Pharmacy pick up window. You will need to sign for your medicine.



Refills



Refills are filled and mailed to you through the mail order pharmacy. Please request your refill at least two weeks before you run out of medication to allow time for delivery. Refills are not automatic; you must initiate refill each time. Refill or renew your medications by one of the following ways:

1. Automated Call Center:

- Call at least 14 days before your medication runs out.
- Dial 1-800-252-7188, press 2 right away.
- Enter your Social Security Number (SSN) followed by #.
- Have your prescription number ready (from the bottle) and when prompted enter the number (ignore letters) and press #.
- Press 1 to refill or renew additional prescriptions.

2. MyHealtheVet:

- Log into www.myhealth.va.gov
- Click the Pharmacy tab
- Click the Rx refill tab. If it says "hold" in "refill status", you are out of refills and must call the Automated Call Center.
- If available for online refill, select Refill Prescriptions.

3. Mail in paper request:

Write the last four of your SSN, your first name, your last name and the prescription number on a piece of paper.

Mail to:

Tomah VA Medical Center
Attn: Outpatient Pharmacy
500 E. Veterans St.
Tomah, WI 54660

4. Rx Refill App:

With Rx Refill, you can request, monitor and track the delivery status of eligible VA prescription refills. For more information, visit <https://www.mobile.va.gov/app/rx-refill>



PHARMACY - CONTINUED

Hold

- You or your provider may request your medicines to be placed on HOLD.
- You will NOT be able to fill this medicine until you or your provider calls Outpatient Pharmacy.
- The automated phone system and MyHealtheVet will not be able to create a refill.

Avoid Interruptions in Medicine Supply

- Order your next refill as soon as your new supply arrives.
- Notify the VA of any changes in address or phone number.
- Notify the pharmacy if you will have a temporary address.

Prescription Copays

- Priority Group 1: No copayment.
- Priority Group 2-8: copayments listed below:
 - Tier 1 (preferred generics): \$5 for 30-day supply.
 - Tier 2 (non-preferred generics & some over-the-counters): \$8 for 30-day supply.
 - Tier 3 (brand name): \$11 for 30-day supply.
 - \$700 medication copayment cap.

Copay Websites:

- https://www.va.gov/HEALTHBENEFITS/cost/copay_rates.asp
- https://spsites.cdw.va.gov/sites/PBM_Analytics/Pages/TierCopay.aspx

Medicine Take Back

If you have a medicine you no longer need and wish to dispose of:

- The Tomah VAMC has a MedSafe bin located within Outpatient Pharmacy.
- Take away bags available at all clinics or can be mailed to your home.
- Local authorities, like the Police Department, usually have a process for safe medication disposal.

PHYSICAL MEDICINE AND REHABILITATION SERVICES

Physical Medicine and Rehabilitation Services (PMRS) provides a variety of services to help you stay mobile, active and engaged in life both physically and mentally, despite illness or injury.

Services include: Speech Language Pathology, Physical Therapy, Occupational Therapy and Kinesiotherapy. All PMRS employees carry the appropriate license, qualifications and training to meet the most current evidence-based standard for rehabilitation professions.



Speech Language Pathologists evaluate, diagnose and treat communication disorders. These can involve speech, language, swallowing disorders and voice. Speech Language Pathologists also work with Veterans with cognitive and intellectual concerns, such as attention, memory and problem-solving concerns.

Physical Therapists and Physical Therapy Assistants are licensed, educated professionals. Staff apply their knowledge of biomechanics, anatomy, physiology and neurology to maximize the body's ability to heal and adapt. Physical therapy focuses on improving function related to the heart and lungs, musculoskeletal system and nervous system. Wound and skin conditions are another area of specialty within physical therapy. Physical Therapists are specialists in pain evaluation, treatment and education for both acute and chronic conditions. Treatments focus on helping you understand your diagnosis, how you can help heal, applying science to improve movement and healing. PMRS staff use adaptations in exercise or modifications along your rehab journey.

Occupational Therapists and Occupational Therapy Assistants are licensed, educated professionals. Staff focus on evaluation and treatment to maintain and improve meaningful activities, also known as occupations. Treatments include adaptive equipment, movement and practicing tasks. These can include getting into your home safely, cooking a meal or balancing a checkbook. Tasks which most of us take for granted, often need to be re-learned and occupational therapy can help. By applying health sciences to movement or cognition (thinking) processes, occupational therapy staff can help you get back to living your life after injury or illness.

Kinesiotherapists focus on helping you stay as mobile as possible, for as long as possible, by applying therapeutic exercise to help you stay active and improve your function. Staying active helps the rest of your body and mind function better, too. When injury or illness does require adaptation, Kinesiotherapists provide specialty wheelchairs and other adaptive devices to help you stay independent despite physical challenges.

Our Physical Medicine and Rehabilitation Services team works together with you, combining passion and knowledge to help you help yourself to improve your function. In addition to traditional therapy treatments, we provide a variety of specialty programming in group and individual settings.

- Adaptive Sports
- Aquatic Therapy
- Home Improvement Structural Alterations (HISA) info sessions
- Improving Balance
- Pain University
- Open Fitness Gym
- Rehab Tai Chi & Yoga
- Rhythm and Dance
- Physical Therapists partner with your PACT team to offer same day access for consultation of many conditions at the Tomah VAMC.
- Partnering with the Polytrauma team for Veterans who have been exposed to blast or other combat injuries <https://www.polytrauma.va.gov/>
- Partnering with Recreation and Creative Arts Therapy, PMRS promotes the national events and adaptive sports programs <https://www.blogs.va.gov/nvspse/>
- Partnering with Whole Health to deliver treatments such as Aromatherapy, Biofeedback and Healing Touch <https://www.va.gov/WHOLEHEALTH/index.asp>
- Partnering with the MOVE! program (clinical dietitians and mental health providers) to help overcome obesity <https://www.move.va.gov/>
- PMRS provides telehealth options for many of your needs <https://telehealth.va.gov/>



PROSTHETICS

The Prosthetics Department is committed to working with your VA providers to improve your function and increase your activities of daily living. The basic eligibility for prosthetics items is that you are enrolled in the VA system and your VA provider requests an item. The request must have proper medical justification for the item.



Prosthetic & Orthotic Devices

Prosthetic appliances, or prostheses, are items that are custom made and fitted to Veterans who have had an amputation of a lower or upper limb. Orthotic devices are items that support or protect an existing body part. These may be custom or off-the-shelf. Each item is carefully made to the Veteran's specific needs, taking into consideration factors that included vocation, recreational needs (swimming, skiing, football, etc.), physical health in general and home environment. Based on this information, items can be designed, often using new and emerging technologies as they become available.

Items that may be provided:

- Artificial limbs: C-legs, Myoelectric arms, etc.
- Blind Aids: Talking watches, alarm clocks, magnifiers, Closed-Captioned TVs, etc.
- Communication Devices: GPS systems, environmental control units, etc.
- Computers for blind and/or disabled.
- Durable Medical Equipment (DME).
- Home Respiratory Therapy including home oxygen, BIPAPs, CPAPs, nebulizers.
- Hospital beds.
- And much more.

Home Improvement & Structural Alterations (HISA) Grant Program

The HISA grant is provided for the improvements and structural changes you may need to access your home and bathroom facilities. The one-time monetary limit is dependent upon your service-connected rating.

Examples include:

- Permanent ramps to gain access to home.
- Widen doorways for wheelchair access to your bedroom or bathroom.
- Lower your kitchen or bathroom counters or sinks.
- Improve the sidewalk or driveway close to your house so you can use your wheelchair.
- Install railings deemed necessary to help you walk safely.
- Install a roll-in shower.

**For more information, call the Prosthetics Department at
1-800-872-8662, Ext. 61675 or 608-372-1675**

RADIOLOGY/MEDICAL IMAGING

The services of the Radiology/Medical Imaging department at Tomah VAMC serve all Veterans. The services are used as a tool that assists your health care provider in making decisions that aid in making diagnosis and treatment options.

The department is staffed everyday by technologists who perform various radiological procedures. Staff include:

- Radiology Supervisor
- Registered Ultrasound Technologist
- Registered Radiology / CT Technologist

The team of qualified staff maintain a level of performance that contributes to the efficiency of the services provided. A team of Radiologists located at the Madison VAMC provide professional interpretation of exams, for consultation and treatment of Veterans. Teleradiology interpretation is available after hours and weekends by the National Teleradiology Program.

Services within Radiology at the Tomah VAMC include:

- Diagnostic Radiology
- Echocardiograms
- CT Scans
- Ultrasound

**For more information, call
Radiology/Medical Imaging at
1-800-872-8662, Ext. 61714 or 608-372-1714**

RECREATION & CREATIVE ARTS THERAPY

Recreation Therapy

Recreation Therapy (RT) puts the **FUN in Functional**. Staff provide opportunities for all Veterans to enjoy and experience life at the highest level of functioning possible. Clinical assessments, targeted meaningful engagements and creative adaptations help you see beyond disabilities to discover purpose and pursue a better quality of life.



Through RT services, Veterans gain and maintain skills. Thus, becoming empowered to increase independence and wellness in all stages of life despite physical, cognitive, and social barriers. RT staff will encourage and motivate you to pursue your goals.

Facilities include Veterans Hall, Project Place (Building 455), Bowling Alley (Building 406), Gymnasium (Building 15), Center Courtyard (mini-golf, shuffleboard, labyrinth, walking path, gazebos, etc.) and the fishing pond.

Music Therapy

Music Therapy is the clinical and evidence-based use of music interventions to reach goals. You do not have a music background or music talent to benefit from Music Therapy.

Veterans are individually assessed to determine treatment needs and set goals. Music Therapy interventions can promote wellness, manage stress, pain management, express feelings, enhance memory, improve communication, promote physical rehabilitation, increase coping skills, and enhance mood. Music Therapy is offered in individual and group settings.

The Music Therapy clinic is in Building 455. If you are interested in Music Therapy, your provider can place a consult for evaluation.

- Partnering with PMRS Staff, RCAT staff promotes the national events and adaptive sports programs <https://www.blogs.va.gov/nvspse/>
- Partnering with Whole Health to deliver treatments such as Aromatherapy and Healing Touch <https://www.va.gov/WHOLEHEALTH/index.as>

**For more information, call the Recreation & Creative Arts Therapy Supervisor at
1-800-872-8662, Ext. 61769 or 608-372-1769**

RESPIRATORY THERAPY

The Respiratory Therapy department provides a variety of services to Veterans with asthma, Chronic Obstructive Pulmonary Disease (COPD), cystic fibrosis, lung cancer and other lung related conditions. The staff will help you manage your condition and enhance your life.

Some of the services provided by the department:

- Aerosol breathing instruction and treatments
- Chest percussion
- CPAP/BIPAP education and supplies
- Disease education
- Electrocardiograms (EKG)
- Pulmonary function testing
- Oxygen assessment and setup

Respiratory Therapy is in Building 400, 3rd Floor
8:00 a.m. - 4:30 p.m., Monday - Friday
For more information, call
1-800-872-8662, Ext. 66352



SOCIAL WORK

The mission of VA Social Work (SW) is to assist Veterans, their family members and caregivers in resolving psychosocial, emotional and environmental barriers to health and well-being. SW staff use strategies such as case management, individual, group work and other major treatment options. Social Workers play an essential role in the provision of services for Veterans who are severely injured, ill, require discharge planning, are affected by severe and persistent mental illness, homelessness, suicidal ideation and other risk factors. Serving often as the primary point of contact between the treatment team and family members or caregivers, social workers provide guidance on an inpatient and outpatient basis.

Social workers are a part of the interdisciplinary team and are here to assist in many ways regarding your questions or concerns. Some areas include:

- Adult Protective Services
- Affordable Care Act
- Assisted Living/Assisted Living Issues
- Caregiver Support
- Community Residential Care
- Homeless/Housing Resources
- Veteran Justice Outreach (VJO)
- Whole Health Therapies
- Crisis Intervention
- Discharge Planning
- End of Life Care
- Elderly/Geriatrics
- Individual or Family Therapy
- Hospice/Palliative Care
- Intimate Partner Violence (IPV)
- Insurance (Medicaid/Medicare)
- Long Term Care
- Military Sexual Trauma (MST)
- Mission Act/Community Care
- Spinal Cord Injury (SCI)
- Visual Impairment Service

For more information, call the

Social Work Services at

1-800-872-8662, Ext. 61781

SPECIALTY CARE

Through VA's Specialty Care Services, you have access to expert knowledge to improve treatment in unique or complicated courses of care. Specialty Care Providers focus on areas of care in which they have extensive training and education. The Specialty Care Patient Program gives you the complete care you deserve.

By involving you in the decision-making process, we make you an equal partner in successful outcomes.

The Tomah VAMC Specialty Care services include:

- Dermatology
- Headache Clinic
- Neurology
- Orthopedics (Non-Surgical)
- Podiatry
- Spinal Cord Injury
- Traumatic Brain Injury

**For more information call your
Patient Aligned Care Team (PACT)**

WHOLE HEALTH

Whole Health is an approach to health care that empowers and equips people to take charge of their health, well-being and live their life to the fullest.

Why is the VA changing the way health care is provided?

The core mission of VHA is to “Honor America’s Veterans by providing exceptional health care that improves their health and well-being”. “Exceptional care” is different than it used to be. It now includes:

- Getting to know you better
- Learning what matters most to you
- Focusing on your goals for your life and health
- Helping you with self-care



How is Whole Health different?

Health care usually focuses on preventative care, lowering risks, illness and disease. Whole Health combines that focus and more. It focuses on what is important to you and how you want to live your life. It includes practicing self-care, along with other options to increase healing and to improve your health and well-being. You and your health care team will work together to help you achieve goals that you set for yourself. Together you will discuss what you are doing well and what type of support you need from the VA and others to help accomplish your goals.

What is meant by self-care?

Self-care is different for each person. The largest factors in overall health are the actions taken by you between appointments with your providers. Your personalized self-care is not something you have to figure out all on your own. Whole Health can guide you to look at all areas of your life to help you to choose the best health goals for your wellbeing.

The areas of self-care include:

- **Moving the Body:** Exercise and movement for energy, flexibility and strength
- **Surroundings:** Making changes in your environment to improve mood and health
- **Personal Development:** Learning and growing throughout your lifetime
- **Food and Drink:** Nourishing your body
- **Recharge:** Sleep, rest, relaxation
- **Family, Friends, and Co-Workers:** Your relationships with others
- **Spirit and Soul:** A sense of connection, purpose and meaning
- **Power of the Mind:** Tapping into your ability to heal and cope

Some of the options for self-care that are offered by the VA are: Biofeedback, Healing Touch, Aquatics, Meditation, Mindfulness, Tai Chi, Yoga, Chiropractic Care, Massage Therapy, MOVE!, Recreation & Creative Arts Therapy, Aromatherapy, Battlefield Acupuncture, Traditional Acupuncture, Health Coaching, Nicotine Cessation, Demonstration Kitchen, Class Tracks Education Groups, Taking Charge of My Life and Health Groups, with more options being added frequently.

Will I continue to see my primary care provider?

Yes.

If you receive your health care from the VA, you will continue to see your primary care provider and health care team. You may notice your team asking about what matters most to you so they can help you achieve your wellness goals.

How will Whole Health help me?

Each person is unique. In a Whole Health approach, health care teams get to know every individual better to make sure that their care is geared to each person's needs and goals. This personalized care is an important part of Whole Health.



**For more information call your health care team
or the Whole Health Department at
1-800-872-8662, Ext. 61417 or Ext. 66212**

WOMEN VETERANS HEALTH CARE

*You served, you deserve
★ the best care anywhere.*



The Women Veterans Health Care Program is driving the largest cultural shift in VA since the 1930s.

Changes adopted by VHA focus on:

- Improving a woman's experience of health care
- Changing the environment of care by adding family-friendly amenities
- Paying greater attention to details that impact personal safety, respect and dignity.

Comprehensive primary care is provided by specialty-trained primary care providers in women's health care. This model of care offers women the ability to receive primary care and women's health care during a single visit, instead of having to schedule two separate appointments. Health care services are available to women Veterans of all ages and include:

- Well woman exams
- Family planning services
- Sexual health matters
- Contraceptive options
- Infertility evaluation and treatment
- Maternity care benefit package: starting with confirmation of pregnancy and continues through the postpartum visit.

Maternity care benefits include childbirth and parenting classes, lactation consult, breast pump with nursing bras, milk storage bags and more. VA is also authorized to cover post-delivery newborn care up to seven days after birth. This includes routine newborn care, medically necessary care, NICU and follow-up care. Female Veterans are followed by our Maternity Care Coordinator for one year after delivery for symptoms of postpartum depression. Referrals for appropriate care are made when indicated.

Additional health care services include osteoporosis screening and treatment, gynecological specialty care, pelvic floor rehabilitation and prosthetic products designed for women such as diabetic shoes, wigs and post-mastectomy products.

**For more information, call the
Women Veterans Program Manager at
1-800-872-8662, Ext. 66375**

OR

**Maternity Care Coordinator, RN at
1-800-872-8662, Ext. 61182**

or visit:

**[http://www.womenshealth.va.gov/
WOMENSHEALTH/index.asp](http://www.womenshealth.va.gov/WOMENSHEALTH/index.asp)**

OTHER AVAILABLE SERVICES

ADVANCE DIRECTIVES

As a Veteran who receives care at the VA, you have a say in the health care you receive. When you are ill, your provider should tell you what treatments are available for your illness, so you can decide which one is best for you. If you were too ill to understand your treatment choices or to tell your provider what treatment you want:

Who would you want to make decisions for you?

What type of health care would you want?

What health care wouldn't you want?

These important questions may be hard to think about. That's why VA wants you to know about the Advanced Directive legal form you can complete.

What is an Advanced Directive?

An Advanced Directive is a legal form that helps your health care providers and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself, for example, if you are unconscious or too weak to talk. There are two types of Advanced Directives: a durable power of attorney for health care and a living will. The VA Advanced Directive forms covers both types.

What is a Durable Power of Attorney for Health Care?

This form lets you name the person you trust to make health care decisions for you if you can't make them yourself - your "health care agent." He or she will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It's best to choose someone you trust, who knows you well and who knows your values. You should make sure the person is willing to serve as your agent. If you don't choose an agent, your provider will choose someone to make decisions for you in the following order: legal guardian (if you have one), spouse, adult child, parent, sibling, grandparent, grandchild or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.

What is a Living Will?

A Living Will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill or couldn't decide for yourself. It can help your health care agent and your provider make decisions the way you want them to.

ADVANCE DIRECTIVES - CONTINUED

Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent or your provider about your wishes so they won't have to wonder what you want and if they're doing the right thing. If you don't have a Living Will, decisions will be made for you based on what is known about you in general and about your values. That's why it's important to discuss your wishes with your loved ones, your providers and your health care team.

Must my Health Care Agents always follow my Living Will?

Most of the time, yes. Your Health Care Agent should try to respect your wishes. It can be hard to imagine future health and say just what treatment you would want at that time. Sometimes your Health Care Agent may have to interpret your wishes. In a VA Advanced Directive, you can state if you want your agent to do exactly what your Living Will says or if they may make the decision they think is best for you at that time, even if it isn't what you said you would want.

Should I have an Advanced Directive?

Yes, it's a good idea to have one. An Advanced Directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can't speak for yourself. Your Advanced Directive is used only when you can't make decisions yourself.

How do I complete an Advanced Directive?

Fill out form VA 10-0127, "VA Advance Directive: Durable Power of Attorney and Living Will." Or use any valid state Advanced Directive form. Talk to a health care professional at your local VA health care facility. This might be a social worker, your primary care provider, your spiritual advisor or an attorney. Your VA health care team can make your Advanced Directive part of your medical record.

Can I change my Advanced Directive?

You may change or cancel your Advanced Directive at any time. In fact, you should review your Advanced Directive periodically, especially if there is a change in your health, to make sure it's up to date. If you change it, be sure to tell your health care team and have them put it in your health record. Share your new directive with your family members and other loved ones.

AGENT CASHIER/BENEFICIARY TRAVEL

The Agent Cashier is available to Veterans who want to make copayments while at the Tomah VAMC Campus. The Agent Cashier is in Building 400 on the ground floor. Beneficiary Travel is travel pay designed to help Veterans with disabilities and financial limitations. Only Veterans eligible for beneficiary travel, or any Veteran with a compensation and pension appointment, can receive beneficiary travel payments. Only VA approved appointments are eligible for this payment. All claims must be filed within 30 days of the completed appointment.

Approved VA Medical appointments outside the VA system, at private facilities, are also available for Beneficiary Travel pay.

To apply for beneficiary travel pay for these outside appointments, you must have a copy of your VA Authorization of Care Statement, a letter, on the facility's letterhead, stating that you were at the appointment and VA Form 10-3542 (form available on the internet). You must submit these documents within 30 days of your appointment.

Mail to:

Tomah VA Medical Center
Attn: Beneficiary Travel
500 E. Veterans St.
Tomah, WI 54660

Turn-In at:

- Any Tomah VA Clinic
- Tomah VA Beneficiary Travel Office
- Veteran Service Officer at any County Courthouse
- Any kiosk located at the Tomah VA or outpatient clinics

Online: <https://eauth.va.gov/accessva/>

Fax: 608-372-1139



CAREGIVER SUPPORT PROGRAM

If you are a caregiver of a Veteran, we are here to support you. We are here for you, whatever you are feeling right now. We can help you learn about resources available to you and your Veteran. We also want you to know that we can help you with assistance specifically designed for you as a caregiver. Our sole purpose is to help you, the spouse, mother or father, sister or brother, daughter or son or loving friend who cares for a Veteran.



We have caring professionals who can:

- Tell you about the assistance available from VA
- Help you access services and benefits
- Help you to navigate systems
- Assist you in the role of advocate when needed
- Provide caring and compassionate support
- Just listen, if that's what you need right now

**For more information, call the
Tomah VAMC Caregiver Support Program at
1-800-872-8662, Ext. 64441
or visit
<https://www.caregiver.va.gov>**



CHAPLAIN SERVICES

Spiritual and pastoral care in the VHA is provided through the Chaplain Service. Chaplains provide counseling, religious and spiritual care for all individuals receiving care from the VHA, the Veterans Benefits Administration and the National Cemetery Administration. Chaplains have the mission and ministry of developing and implementing a program which:

- Ensures every Veteran's constitutional right to the free exercise of religion. This is a "freedom of" practice, not a "freedom from" practice.
- Provides opportunities for religious worship, sacramental ministry, pastoral counseling and clinical pastoral care.
- Protects Veterans from religious conversion while they are in a VA facility.

VA Chaplains collaborate with other professionals to provide wholistic care including:

- Worship services
- Rites and sacraments
- Clinical pastoral care
- Clinical counseling
- Facilitating spirituality and therapeutic groups
- Memorial services
- Coordinating spiritual care

The VA does not authorize "volunteer chaplains" although volunteers may assist chaplains via Voluntary Services. An assigned chaplain has the overall responsibility for spiritual and pastoral care at each facility. Chaplains arrange for "visiting clergy" to visit their parishioners, once Veteran consent has been given. Chaplains also work to find credentialed "community clergy" to meet specific Veteran requests or needs. Chaplains will also work to facilitate locating a "traditional practitioner" of an Indian Nation if one is requested.

The chapel of the Tomah VA is open 24 hours a day, 7 days a week. Supervised by the Chaplains, the chapel is reserved for religious and spiritual activities such as worship, prayer and meditation. Unless a VA chaplain is providing or facilitating a religious service, the chapel is maintained as being neutral, that is, reflecting no particular faith.



**For more information, call the
Chaplain Services at
1-800-872-8662, Ext. 60220**

SUICIDE PREVENTION PROGRAM

People experience emotional and mental health crises in response to a wide range of situations - from difficulties in their personal relationships, to the loss of a job. For Veterans, these crises can be heightened by their experiences during military service. When emotional issues reach a crisis point, it's time to call on the Veterans Crisis Line for support.

1-800-273-8255, press 1

Sometimes a crisis may involve thoughts of suicide. Learn to recognize these warning signs:

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The following signs require immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

If you, or you know of other Veteran(s), are showing any of the above warning signs, call the Veterans Crisis Line or chat online at <http://www.Veteranscrisisline.net/> and click on the **Confidential Veterans Chat** button, or send a text message to **838255** to receive free, confidential support from an experienced, caring VA responder 24 hours a day, 7 days a week, 365 days a year.



DISABLED AMERICAN VETERANS

Disabled American Veterans (DAV) wants to ensure you are provided timely and professional transportation to local VA Medical Facilities. Our purpose is to get VA enrolled Veterans to appointments at the Tomah VAMC, its affiliated clinics and community care facilities.



Transportation by DAV is only to and from VA approved appointments at hospitals or clinics, as well as authorized non-VA facilities. Rides are not provided to Veterans without appointments and vehicles are not a shuttle service. Beneficiary travel pay is not allowed when you are transported by DAV vans. DAV Drivers are all volunteers and are not paid. Drivers donate their time to help Veterans that haven't the means getting to their appointments.

Policy for Transportation:

- Must be a Veteran enrolled in VA Care.
- Must have a VA authorized appointment, even if outside the VA system.
- Must have the ability to enter and exit the vehicle without help.
- Portable oxygen tanks and generators are allowed; full-size oxygen tanks are not allowed.
- Written authorization from your doctor is required for any Veteran traveling with a caregiver or a service animal.
- Riders must meet driver in selected areas.
- All Veterans with sedative procedures must provide their own caregiver to ride along or find alternate transportation after the procedure.

Reservation Procedures:

- Ride requests should be scheduled as soon as you receive your appointment letter or call.
- Appointments requiring transportation should be scheduled between 8:00 a.m.- 2:00 p.m. or pre-approved by DAV Transportation Office.
- When an appointment is cancelled, the DAV office must be notified by you as soon as possible.
- Drivers will call before they arrive for pickup. Unanswered calls will be considered a "No-Show".
- Rides are scheduled on a first come, first served basis.
- Drivers are prohibited from stopping, except for fuel and restroom breaks as needed. Emergency stopping is permitted.
- Rides will be cancelled due to weather in the area - if school districts are closed in route, vans don't run.

**For more information, call 1-800-872-8662, Ext. 66227
Monday - Friday 8:00 a.m. to 2:00 p.m.**

ETHICS CONSULTATION

In health care, patients and families often face the difficult question of “what should be done?” The best choice for one patient may be the wrong choice for another. Your VA health care team is there to help you with these tough decisions. If you are still not sure about what is right or what should be done, you may wish to request an ethics consultation.

What is ethics consultation?

Ethics consultation is a service provided by specially trained VA staff. When there is uncertainty or conflict about the right thing to do, ethics consultants work with Veterans, families and staff. Consults can help them make good decisions to resolve these concerns. Ethics consultants will not investigate complaints or allegations of misconduct. These are handled by the Patient Advocates.

Who can request an ethics consultation?

Anyone can ask for an ethics consultation.

What does an ethics consultation cost?

Ethics consultations are free. You will not be billed for an ethics consultation.

**For more information, or to request an ethics consultation,
call the Ethics Consultation Service at
1-800-872-8662, Ext. 64156**

HOUSING AND URBAN DEVELOPMENT/ DEPARTMENT OF VETERANS AFFAIRS SUPPORTED HOUSING (HUD-VASH)

The HUD-VASH Program holds 162 Housing Choice & 14 Project Based Vouchers. Vouchers are through partnerships with area Housing Authorities. This provides low-income Veterans who are homeless and their families a safe, stable and permanent housing.



The program serves a 50-mile radius from both the city of Tomah, as well as Wausau. The program provides community based, in-home case management to support housing retention and assistance with coordination of care. Coordination of care is through a team of Social Work and Registered Nurse staff. The team also promotes a strong community integrative effort in having multiple Peer Support Specialists and Social Services Assistants on staff.

Together the team assists Veterans who are homeless in completing the referral process for a voucher, locating housing and obtaining household items. The team works closely with a variety of community partners and agencies. This can provide Veterans opportunities to attend stakeholders' meetings, community-based WRAP groups and participate in monthly outings and activities such as picnics, ice fishing, local volunteer opportunities, visiting local landmarks and snowshoeing. Additionally, the program is integral in annual events such as the VA2K & Stand Down, Point in Time Counts, events with the Monroe County Housing Coalition and one or two landlord education sessions per year as well as various other community-based outreach efforts.

Through opportunities provided by entities such as American Legion, Speed's Bicycle Shop, AMVets, Ashley Furniture and many more, Veterans enrolled in HUD-VASH have been able to receive:

- Furniture
- Bicycles
- Security deposit assistance
- Holiday gifts and more.

Through these generous community organizations and business donations, Veterans can start building their household.

**For more information, call HUDVASH at
608-372-7758
OR
Healthcare for Homeless Veterans Coordinator at
1-800-872-8662, Ext. 66452**

INFECTION CONTROL

The Infection Control Team is made up of physicians, nurses and other professionals trained in the areas of Infectious Disease and Infection Control. The Infection Control Program is designed to minimize infection risks, among Veterans, visitors and staff, through the implementation of policies and procedures, investigation of infections and providing educational and consult services as needed. This team provides education on many different topics such as hand washing, antimicrobial stewardship, tuberculosis, disease monitoring, the importance of vaccination, vaccination monitoring, multi-drug resistant organisms and how to prevent the spread of these diseases and infections.

How to prevent the spread of germs

- Wash your hands often, with soap and water, for at least 20 seconds. An easy way to mark the time is to hum the “Happy Birthday” song from beginning to end twice while scrubbing.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue (not your hands) and throw the tissue in the trash.

When to Clean Your Hands

Before:

- Eating or preparing food (use soap and water)
- Caring for someone who is sick
- Treating a cut or wound
- Visiting a Veteran’s room

After:

- Going to the bathroom
- Handling raw meat
- Handling animal waste
- Changing diapers or assisting someone with toileting
- Caring for someone sick
- Blowing your nose
- Coughing or sneezing
- Touching garbage
- Touching an animal
- Treating a cut or wound
- Leaving a Veteran’s room

Why do VA staff wear masks?

Staff (employees, volunteers and trainees) wear masks for many reasons. One important reason is to help stop the spread of flu or cold germs. This can protect Veterans and others near them.

How Do Masks Work?

When a person sneezes, coughs, breathes or laughs, germs can spread into the air on droplets. A face mask can reduce the number of germs released into the air. Wearing a mask can help stop these droplets from spreading to others.

**For more information call the
Infection Control Nurse at
1-800-872-8662, Ext. 66010**

INTIMATE PARTNER VIOLENCE PROGRAM

Our mission is to implement a comprehensive person-centered, recovery-oriented assistance program for Veterans, their families and caregivers who use or experience Intimate Partner Violence (IPV).

VA IPV Resources:

- IPV Coordinators
- Link to community-based support groups
- Link to community-based advocacy and legal services
- Referrals and coordinates with other VA treatment providers
- Connection to domestic violence shelters
- Homeless services: HUD-VASH and GPD
- Interventions for Veterans who use violence, i.e. group or individual therapy

Resources Information:

- Domestic Violence Hotline: 1-800-799-7233(SAFE).
- National Center for PTSD: Call 1-802-296-6300 or visit www.ptsd.va.gov.
- Mental Health: Call 1-800-273-8255 or visit www.mentalhealth.va.gov.
- Women's Health: Call 1-855-VA-WOMEN or visit www.womenshealth.va.gov.

**For more information,
call 608-374-8090
Building 408, 1st Floor, Room 1854**



#ENDDOMESTICVIOLENCENOW

LESBIAN, GAY, BISEXUAL, TRANSGENDER (LGBT) VETERANS

Did you know the Department of Veterans Affairs has a national network of individuals who specialize in supporting LGBT Veterans and their families access services and provide education on the variety of specialty care services they can receive through VA? Each VAMC has a LGBT Veteran Care Coordinator (VCC) who is available to assist Veterans in navigating VA, accessing resources within VA, the local community and helping Veterans receive quality, compassionate health care every day.



The LGBT VCC can help with transitional concerns, support groups, LGBT community events, as well as assisting in advocating for quality care for all Veterans who come to VA for their care. In addition to the LGBT VCC, many VA facilities also have a network of providers who have had additional training in LGBT health care needs. They assist with resources, tools and education for LGBT Veterans receiving care at VA.

LGBT Affirmative Services

Tomah VA Medical Center is committed to ensuring that LGBT Veterans and their families are welcomed, respected and given quality, compassionate health care. Such as:

- PRIDE in All Who Served
- Evaluations of Readiness
- Hormone Therapy and Monitoring
- Feminization / Masculinization Voice Therapy
- Prosthetics (Gender Affirmation Devices)
- Nutrition and Weight Management
- Sexual Health Care (PrEP, PEP)
- Primary & Gynecological Care
- Mental Health Services
- Chaplain Services
- TelePRIDE Health Education Group
- And more



**For more information,
call the LGBT VCC at
1-800-872-8662, Ext. 67783
or visit**

<https://www.patientcare.va.gov/LGBT/index.asp>

LOCAL MENTAL HEALTH RECOVERY

The Tomah VAMC has mental health providers to help Veterans with Serious Mental Illness (SMI) access recovery-based services. Our Local Mental Health Recovery Coordinator (LRC) provides support and education to you and your family members, about mental illness and recovery. The LRC promotes activities that remove barriers and stigma that may be associated with mental illness. The LRC ensures that Veterans with SMI have access to the services needed to attain their goals.

There are a few unique services and resources available to eligible Veterans who have schizophrenia or another SMI. The LRC can provide more information and connect you and your family to helpful resources.

Examples of other programs/services the LRC can provide information on are:

Community partnerships for Mental Health:

- National Alliance for Mental Illness (NAMI)
- Depression and Bipolar Support Alliance
- Local community Mental Health services

Family Involvement and resources:

- NAMI Homefront a 6-week education course for family members of Service members with SMI
- NAMI Family to Family
- Family Consultation and Education

The LRC is the local point of contact for Peer Support for Veterans interested in using their own recovery experience to help other Veterans and learn more about getting certified as a Peer Support Specialist. See Peer Support (Page 72) for more information on specific services offered by Peer Support Specialists at VA.

More information can be found through the VA MH Recovery Websites:

<https://www.mentalhealth.va.gov/mhr-varecoveryservices.asp>

<https://www.mentalhealth.va.gov/mentalhealth/mental-health-recovery/index.asp>

**For more information, call the
Local Mental Health Recovery Coordinator at
1-800-872-8662, Ext. 67783**



MILITARY SEXUAL TRAUMA

Military Sexual Trauma (MST) is sexual assault or sexual harassment that occurred during military service, including:

- Being sexually touched or grabbed in a way that made you uncomfortable, including during hazing experiences
- Being pressured or threatened into sexual activities
- Sexual activities without your consent, such as when asleep or intoxicated
- Being overpowered or physically forced to have sex
- Repeated comments about your body or sexual activities
- Threatening or unwelcome sexual advances
- Any other sexual activity where you were involved against your will or unable to say “no”.



Help
Hope
Healing

MST can occur at any time or place during your military service, such as while you’re on or off duty, or on or off base. The perpetrator(s) may or may not be someone you know and may be fellow Service member(s) or civilian(s).

People don’t often talk about sexual assault or sexual harassment, so survivors may think they’re the only ones to experience it or have difficulties afterwards. Veterans from all types of backgrounds have experienced MST, including Veterans of all genders, ages, ethnicities and branches of service.

MST can affect a person’s mental and physical health, even years later. Some common difficulties include: physical health problems, strong emotions, feeling of numbness, trouble sleeping, difficulties with attention, concentration or memory, self-doubt, alcohol or other substance abuse, self-harm or unsafe behaviors, difficulty with things that remind them of their experience of sexual trauma, difficulties in relationships and sexual difficulties.

Recovery from MST is possible. It’s never too late to move forward. VA offers **free, confidential** counseling and treatment to Veterans for **mental**

and **physical health** conditions related to experiences of MST.

Services are designed to meet Veterans wherever they are in their recovery. The Tomah VAMC has a range of **outpatient, inpatient, residential and pharmaceutical services** available to assist Veterans in their recovery from MST. You do **not** need to have a VA disability rating (be “service connected”) and may be able to receive services even if you are **not** eligible for other VA care. You do **not** need to have reported the incident when it happened or have other documentation that it occurred.

VA knows that Veterans have unique needs, preferences and backgrounds. VA supports many paths to recovery. You can ask to meet with a specific gender of clinician if it would make you feel more comfortable.

Every VA health care facility has a designated MST coordinator who serves as a contact person for MST related issues. This person can help you find and access VA services and programs.

For more information on Military Sexual Trauma recovery, please visit
<https://www.mentalhealth.va.gov/mentalhealth/msthome/index.asp>

or

call the MST Coordinator at
1-800-872-8662, Ext. 66426

MINORITY VETERAN PROGRAM

The Minority Veterans Program assures that minority Veterans:

- Receive equal VA service regardless of race, origin, religion or gender
- Do not encounter barriers in their attempt to access VA services
- Are treated with respect and dignity by VA service providers

Who We Serve

As required by Congress in 1994, under Title 38 Public Law 103-446, the primary emphasis is on the following minority Veterans:

- African Americans
- Asian Americans
- Hispanic Americans
- Native Americans, including:
 - American Indians
 - Alaska Natives
 - Native Hawaiians
 - Pacific Island Americans

Individual Consultation

The Minority Veterans Program Coordinator is available to meet one on one with you and your family. The program stresses the need for open discussion between the Program Coordinator and Veterans served. All contacts maintain HIPPA confidentiality.

**For questions, please contact the Equal Employment
Opportunity (EEO) Program Manager at
1-800-872-8662, Ext. 61604**

ORGAN AND TISSUE DONATION

8 Truths of Donation:

1. Anyone can register to be an organ, eye and tissue donor, regardless of age, race or medical history.
2. An individual's donation status does not affect medical care. The first priority of medical professionals is to save lives.
3. Organ, eye and tissue donation does not become an option until death has been declared.
4. All major religions in the United States support donation. It is viewed as a final act of love and generosity.
5. There is no cost to the donor or their family for organ, eye or tissue donation.
6. An open casket funeral is possible for organ, eye and tissue donors.
7. The donor and family are treated with the utmost care, respect and dignity throughout the donation process.
8. A "living donor" can also save lives by donating a kidney or part of the liver, intestine, lung or pancreas.

Visit the following websites for more information:

- Wisconsin: www.DonateLifeWisconsin.org
- Minnesota: <https://www.lifesourcedonorregistry.org/>
- Iowa: <https://www.iowadonornetwork.org/>
- UW Organ and Tissue Donation: <https://www.uwhealth.org/organ-donation/organ-and-tissue-donation/10868>
- Lions Eye Bank: <https://lebw.org/>

**For more information call the
Hospice/Palliative/Bereavement/
Transitional Care Coordinator at
1-800-872-8662, Ext. 61752**



PATIENT ADVOCATE

If you have concerns that you feel are not being addressed

We encourage you to discuss your concerns openly with your Primary Care Provider, your RN Care Manager or any member of your treatment team. Our goal is to always provide exceptional customer service and resolve your concerns when and where they happen. If you are unable to resolve your concerns directly with your care team, you are welcome to contact the Patient Advocate office for assistance.

A Patient Advocate is specifically designated at each VA facility to manage feedback received from Veterans, family members and friends.

Your advocates are here to:

- Provide information and guidance
- Foster open communication with you and your treatment team
- Assist with providing you with the best possible experience

VA wants to hear from you

Please complete and return any survey that you may receive after a visit or stay with the VA. Each survey is used to help VA identify areas for improvement and to note positive trends-locally, regionally and nationally.

Whenever and wherever you receive VA care, VA wants you to receive timely, compassionate care and ensure that your experience with us was a positive one. Please, give us your feedback so we can continue to provide the best customer service.

You may also send positive or negative feedback to VA via our website (www.va.gov). Once on the web site, click “Contact Us” to find a location, ask a question or speak to a representative.

We are here for you

The Tomah VAMC has two (2) Patient Advocates on site. The Patient Advocates are in Building 400, 2nd Floor, Rooms 2061 & 2063.

To speak with a Patient Advocate or for more information, call

1-800-872-8662, Ext. 66353 or Ext. 67723

PEER SUPPORT

The Tomah VAMC and some Outpatient Clinics provide access to Peer Support services from a Certified Peer Support Specialist. A Peer Support Specialist (PSS) is a Veteran of the U.S. Armed Forces who is in recovery from a mental health and/or an addictive disorder. A PSS has been trained and certified to help others with these types of disorders, to identify and achieve life and recovery goals. A PSS is a person who is actively engaged in his/her own stable recovery. Peer Support Specialists assist Veterans in reclaiming their lives by instilling hope, validating strengths, teaching skills and facilitating community integration. PSS model how to attain meaningful self-determined roles in the community.



What do Certified Peer Support Specialists do?

- They serve as role models by sharing their personal recovery stories, showing that recovery from mental illness is possible.
- They teach advocating for oneself, establish recovery goals, problem solving, symptom management skills and a variety of recovery techniques.
- They empower by helping others identify their strengths, supports, resources and skills.
- They advocate by working to eliminate the stigma of mental illness.

What is the point of a Peer Support Specialist?

- To provide opportunities for Veterans to take control of their own recovery.
- To teach and support the learning of skills needed to facilitate one's recovery.
- To make Veterans aware of available services and choices.
- To help Veterans develop a sense of wellness and self-worth.
- To bring a unique perspective to the treatment teams on which they work.

**For more information, call the
Peer Support Clinical Supervisor at
1-800-872-8662, Ext. 67783**

SMOKING & TOBACCO CESSATION PROGRAM

Tobacco use causes more deaths each year than all deaths from AIDS, alcohol, motor vehicle accidents, homicide, drug use and suicide combined. Approximately 480,000 deaths each year.

If you are using tobacco, the VA can help you quit.

Go to <https://veterans.smokefree.gov/> for tools and tips to help you quit, as well as information about other resources including:

- Quit Vet Quitline: 1-855-QUIT-VET (1-855-784-8838)
- Smoke free Vet Text Program
- Smoke free Veterans on Facebook
- Stay Quit Coach application (available for iOS and android)

**For more information,
call your Patient Aligned Care Team (PACT)
OR
The Tobacco Cessation Lead Clinician at
1-800-872-8662, Ext. 61498**



TELEHEALTH



The VA is leading the way in telehealth innovation. Telehealth ensures Veterans can access care when and where they need it. VA Telehealth Services is transforming how Veterans access high-quality VA care. From your home, the clinic or the hospital, VA telehealth technologies make it easier for you to connect with your VA care team.

Clinical Video Telehealth (CVT) uses technologies, including state-of-the-art videoconferencing, to make diagnoses, manage care and perform evaluations at a distance. CVT uses video equipment to conveniently provide you with access to health care services from remote locations. CVT instantly connects you with a provider in a different location. Specialty equipment is used to allow providers to access you and manage your treatment without physically being in the same location. This eliminates having to travel long distances.



At Home

Meet with VA providers virtually and send important health data from the comfort of your home, using your computer or mobile device.



In the Clinic

Connect with VA health specialists across the country from a VA clinic near you.



In the Hospital

Telehealth in hospitals helps VA providers collaborate to improve your care — whether they share an office or work on opposite sides of the country.

**For more information,
call Telehealth at
1-800-872-8662, Ext. 68031
or visit:
<https://telehealth.va.gov/>**

POST 9/11 MILITARY2VA (M2VA) CASE MANAGEMENT PROGRAM

Our Post 9/11 M2VA Transition Care Management Team is ready to welcome Post 9/11 Veterans home and to help coordinate your care. Our team can link you to services and assist you to navigate your way through the VA system. Our team includes a Peer Support Specialist, Case Manager and Transition Patient Advocate - all here to address your unique needs when returning home. All Post 9/11 Veterans who present to the Medical Center are assessed for case management needs, with an emphasis on severely ill or injured Veteran patients.



Services include:

- Assistance with scheduling and access for services
- Providing information on VA or community resources
- Supporting you to apply for Veterans Benefits Administration (VBA) benefits (education, home loans, compensation)
- Screening for service-related conditions which may require specialized care and referring for that care
- Offering brief counseling by licensed staff
- Identifying risk factors and referring for behavioral health care
- Supporting immediate family during the transition period
- Partnering with you to ensure your health care is integrated and Veteran-centered

**For more information, call
1-800-872-8662, Ext. 60221
or visit**

<https://www.tomah.va.gov/services/returning/index.asp>

We thank you for your service.

Welcome home!

TRAVELING VETERAN

Are you planning on traveling for more than 1-2 weeks, for the winter or an extended trip? You may need some coordination of your medical care with another VA facility.

Before you start traveling, please:

1. Let your PACT Team and/or specialty care provider(s) know you plan to travel. They are the first point of contact and will continue to be while traveling for all care needs. Give them the dates you are leaving and returning.
 - Ask that your temporary address and phone number be put in your record as a “temporary address.”
 - Talk about any care coordination that you will need while you are away. Examples of care that need to be pre-planned:
 - Regular monthly or bi-weekly injections or infusions
 - Follow-up lab tests because of changes in medicines, new medical conditions, etc.
 - Anticoagulation monitoring
 - Follow-up chest x-rays or other diagnostic testing
 - How to get your blood pressure/blood glucose logs to your PACT Team

NOTE: Any routine screening/tests generally should be done at your home facility and not while traveling (screenings, yearly eye exams, colonoscopy screenings, other annual preventive items, etc.).

2. Make sure you have enough medicine and/or refills to last you for the entire time you are gone. Routine medicine is provided by the Tomah VA Pharmacy and can be mailed to your temporary address. Request your refills through:
 - Computer: My HealtheVet
 - Telephone: Tomah Pharmacy Automated Line (refill of active prescriptions) 1-800-252-7188 or talk with Outpatient Pharmacy, at 1-800-872-8662, Ext. 66400
 - If you run out or lose your medication, a VA near you can provide a temporary supply (usually 10-14 days) until your refill from Tomah arrives. You may have to travel to the closest main VA facility that has a pharmacy. Smaller VA facilities (clinics/CBOCs) may not have pharmacies.
 - The Traveling Veteran Coordinator (TVC) will give you the location and telephone number of the VA facilities near your travel location. Alternate VAs will not dispense controlled substances even with refills remaining, contact the pharmacy to have these mailed.

TRAVELING VETERAN - CONTINUED

3. What happens next:

- Your PACT Team and/or specialty clinic provider will contact the Traveling Veteran Coordinator (TVC) to arrange any care that needs to be pre-planned.
- The TVC at the alternate site will talk with you to set up your care at the nearest VA facility to your travel location. You do not have to be assigned to Primary Care at that facility to have care there. The TVC will help you get registered at the VA so they can view your medical records. This helps with your care coordination.

Please keep the name and number of your TVC with you for questions.

They can be reached at

1-800-872-8662, Ext. 61270 or Ext. 67740

Veterans Foreign Medical Program is for eligible U.S. Veterans who are residing or traveling abroad and have VA-rated, service-connected disabilities. For assistance regarding foreign health care services contact:

VHA Office of Community Care

Foreign Medical Program

PO Box 469061

Denver, CO 80246-9061

1-303-331-7590

or visit:

<https://www.va.gov/COMMUNITYCARE/programs/veterans/fmp/index.asp>

While you are traveling:

- New or acute medical problems: Contact your home site PACT team for all medical updates. Your PACT team or TVC can provide direction for the closest VA facility for care. Your home site TVC will contact the other VA facility to help with getting you seen.
- Flare-ups of chronic problems: Contact your PACT Team or specialty clinic provider. Based on their knowledge of your care, they may change your medicines or tell you to go to the nearest VA facility or emergency department.
- If you have an emergency or life-threatening medical problem, call 911 for immediate advice.
- After-hours, weekends and holidays call 1-888-598-7793, the After-Hours Call Center to speak with a nurse about your medical concerns.

Have a safe trip and we look forward to your return!

VA VIDEO CONNECT

Real-Time Access to VA Care That Works for You.

Having access to your VA care team is important; sometimes it's not that easy to meet in person. Whether you live far from your VA facility or your health doesn't allow you to travel, the VA Video Connect (VVC) app provides a visual connection between you and your VA care providers, helping them assess your condition.

VVC enables you to conduct live video visits with your providers. You can talk and interact with your VA care team simply by using the camera and microphone on your phone, computer or tablet - getting direct, real-time access to VA care in the way that works best for you.

Use your phone, computer or tablet to securely connect with your VA care team and get easier access to checkups and medical advice.



Talk with your VA care provider about using the VVC app. The app makes it easy to interact with your care team if:



You live far from your VA facility or have limited access to VA facilities.



You have health conditions that make traveling to the specialist you need difficult.



You lack time to regularly attend in-person appointments.



You don't require a hands-on physical examination.



A Step-By-Step Guide:

1. **Visit the website.** Learn more about VVC at the <https://mobile.va.gov/appstore/>
2. **Get set up.** Open VVC by selecting your e-mailed appointment link.
3. **Test your device.** On the VVC app page, select "Visit the VA Video Connect test site" to set up your microphone and speakers. You can also ask your VA care team for a practice session.
4. **Troubleshoot technical problems.** Need help? Call the National Telehealth Technology Help Desk at 1-866-651-3180 or 1-703-234-4483, Monday - Saturday, 8 a.m. - 12 a.m. (CST).

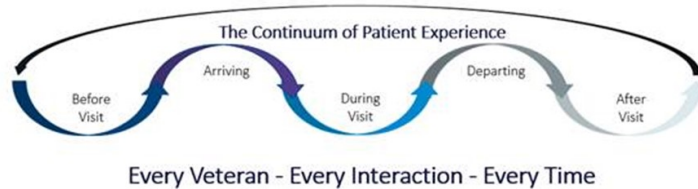
Test Your Device:

Apple users will need to download the VVC app before testing



VETERANS PATIENT EXPERIENCE PROGRAM

The Veterans Patient Experience (PX) is defined as the sum of all interactions, that influence you and your family's perceptions along your healthcare journey. PX strives to enable VHA to put Veterans at the center of everything we do. The Veterans PX ensures our VA delivers a consistent, exceptional experience for every Veteran, family member and caregiver, no matter where care is received.



Programs within Veterans Patient Experience (PX):

- **Patient Centered Care: The Conversation Starts Here Newsletter:**
A quarterly newsletter with various information. The newsletter is shared on Tomah VAMC Facebook page, emailed to Veterans and available in limited print.
- **Voice of the Veteran Huddle:**
A live meeting comprised of Veterans to address issues and concerns. Virtual Huddles are held the 4th Wednesday of each month, at 9:00 a.m.
To join call 1-872-701-0185, followed by conference ID 762-053-059 #.
- **My Life, My Story:**
Personalizes your health care experience, by including a written account of your life story in your medical file.
- **Veterans Experience Comment Cards/Share it with the Director:**
Opportunities for you, your family and caregivers to give a compliment or a concern to medical center leadership.
- **Ambassador Program:**
Provides a personal, positive first impression and standardized VA experience of assistance with navigation, information and assists customers throughout the facility.
- **Green Gloves:**
Creates a clean, safe and welcoming environment.
- **Veterans Signals:**
A tool used to analyze real-time feedback Veterans submit after receiving services.
- **Survey of Healthcare Experiences of Patients (SHEP):**
SHEP is a survey program to obtain Veteran feedback about their experiences with aspects of the healthcare process that matter most to them.

For more information, call the Patient Centered Care Coordinator at

Email: vhatomvoiceofvet@va.gov

or call/text: 608-399-8829

VETERANS JUSTICE OUTREACH

Veterans Justice Outreach (VJO) is a VHA program intended to identify Veterans in criminal justice settings. It is a link to VA and community services. VJO is a prevention-oriented piece of the VHA Homeless Programs. It serves Veterans in contact with community law enforcement, incarcerated in local jails, involved in treatment court, on probation or parole. VJO utilizes clinical social work staff and best practices to connect Veterans with the right care. The program aims to reduce reoffending and avoid the incarceration of Veterans with mental health concerns.

VJO can discuss criminal or legal matters and explore treatment options that may prevent further criminal involvement. VJO can communicate with legal entities to discuss options and facilitate referrals. A release of information form must be signed. VJO may also serve as a temporary case manager while assisting Veterans with accessing the most appropriate care. VJO is unable to provide legal representation or hire an attorney. However, VJO will provide information on how to access a Public Defender, State Appointed Attorney or the Wisbar Website for you to seek lawyer referral.

**For more information, call the
Veterans Justice Outreach Specialist at
1-800-872-8662, Ext. 67722**

or visit:

<https://justiceforvets.org/>
<https://www.va.gov/homeless/vjo.asp>



VISUAL IMPAIRMENT SERVICES TEAM (VIST)

Visual Impairment Services Team (VIST) is a VA program for blind and visually impaired Veterans and their families. The team is led by a Tomah VA social worker, serving as the VIST Coordinator. Veterans and their families are assisted with adjusting to vision loss, increasing independence and quality of life.

Why VIST?

VIST ensures that Veterans are referred to services and programs that can assist with adjusting to vision loss. Vision loss is a condition that can affect every area of your life (emotional, physical, social and intellectual).



Am I eligible for VIST?

- Veterans must be eligible for VA health care.
- Veterans must have an honorable discharge from the military.
- Veterans must be determined to be legally blind or have low vision.

Definitions:

- Legal blindness: Central visual acuity of 20/200 or less in both eyes with a corrective lens OR a visual acuity better than 20/200 with a useful field of vision reduced to 20 degrees or less in the better eye.
- Low-Vision: visual acuity of 20/70 or less in both eyes.
- Eligibility will then be reviewed by the VIST Coordinator with each Veteran to determine the best treatment plan.

Services Provided:

- Eligibility and enrollment assistance
- Training and rehabilitation assessments
- Support and adjustment counseling for Veterans and their families
- Review of adaptive equipment, aids and training needs
- Overview of benefits
- Complete eye and hearing examinations
- Referrals to VA Blind Rehabilitation Centers and low vision clinics
- Referrals to community agencies
- Ongoing case management

How do I get a referral?

Referrals can be made to the VIST program by any Veteran, family member, eye care specialist, community agency representative or interested individual.

**For more information, call the VIST Coordinator at
1-800-872-8662, Ext. 61831**

VOCATIONAL REHABILITATION

Vocational Rehabilitation is a recovery-orientated, vocational (work) model in the field of the VHA's work restoration. Vocational Rehabilitation provides therapeutic services through Transitional Work (TW), Supported Employment (SE), Community Based Employment Services (CBES) and Vocational Assistance.



The Tomah VAMC Offers:

Transitional Work (TW) places Veterans in contracted work situations, with case management and counseling. This can help Veterans reach independence and develop skills. TW evaluates the Veteran's ability to keep up with the demands of work.

Vocational Assistance helps Veterans to engage in competitive employment by assisting with applications, interview preparation, correspondence, resumés, telephone contact and follow-up.

Transitional Residency (TR) Program works with Veterans recovering from chronic behavioral health issues, addiction and homelessness. TR provides Veterans with a residential and therapeutic community of peer and professional support.

Supported Employment (SE) helps Veterans with documented mental health issues locate and maintain competitive community employment. Once enrolled Veterans have a job, the program continues supporting them with job training assistance, job coaching and advocacy.

Community Based Employment Services (CBES) provides individual and flexible supports. These supports focus on each Veteran's strengths, interests and support needs. Veterans are offered community-based employment supports.

**For more information, call the
Vocational Rehabilitation Department at
1-800-872-8662, Ext. 61687**

VOLUNTARY SERVICES



Voluntary Services coordinates volunteers in various locations to make the Veterans' visit to the Tomah VA a bit brighter. Volunteers have a variety of assignments, some of which work directly with Veterans and others are more behind the scenes.

Assignments may include: Recreation, Disabled American Veterans transportation driver, No Veteran Dies Alone (Hospice), Loving Spoonfuls (Dietary), Coffee cart/greeter, pet therapy, clerical, etc. Voluntary Services also accepts all donations to the Medical Center, outpatient clinics and Vet Centers. Donations may be in the form of activities, money or physical items to benefit both inpatient and outpatient Veterans.

Anyone may volunteer who wants to give back, pending clearing a background check. All Volunteers must complete a Tuberculosis test and attend orientation. Volunteer drivers have additional education and a required physical through Employee Health. Youth Volunteers must be at least 15-years old.

Voluntary Services Office is open from 7:30 a.m.- 4:00 p.m. Monday through Friday and is in Building 407, 1st Floor, Room 1739. Volunteer assignment hours vary from early morning, daytime, evenings, weekends and holidays. Volunteers get to choose their times, dates and frequency for volunteering.

**For more information, call
Voluntary Services at
1-800-872-8662, Ext. 61727
or 608-372-1727**

CAFETERIA/CANTEEN RETAIL STORE

The Veterans Canteen Service (VCS) was established in 1946. VCS provides products and services at reasonable prices to Veterans enrolled in VA healthcare, caregivers and visitors. VCS provides retail, food, coffee and vending services across the country. VCS's mission continues as a planned Veteran-centric approach emphasizing the importance of service to Veterans and supporting VA's overall mission.

The cafeteria and retail store are in Building 401, First Floor.

Cafeteria hours are 7:00 a.m. to 2:30 p.m. Monday - Friday.

Grab and Go 7:00 to 2:30

Breakfast to order 7:00 to 9:30

Hot entrees 10:30 to 1:30

The grill 10:30 to 2:00

Limited hot food is available until 2:30

The retail store is open from 7:00 a.m. to 3:30 p.m. Monday - Friday. It stocks various "Made in the U.S.A." products (tax free). Revenues generated from VCS are used to support a variety of programs such as:

VA's National Events

Fisher Houses

Poly-Trauma Centers for OIF/OEF/OND Veterans

Disaster relief efforts

Substance Abuse Cessation

VA's Homelessness initiatives

Women Veterans

Veteran Suicide Prevention

And much more.

Online shopping is available at www.shopvcs.com.



COUNTY VETERANS SERVICE OFFICERS

County Veterans Service Officers (CVSO) can answer questions about filing claims and offer information on benefits.

To locate your Wisconsin CVSO, visit <https://wicvso.org/locate-your-cvso/>

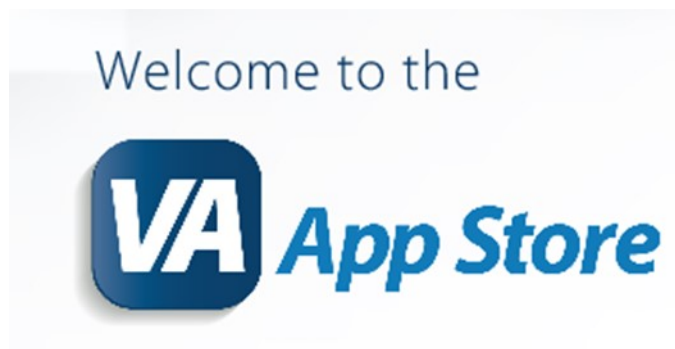
To locate your Minnesota CVSO, visit <https://www.macvso.org/find-a-cvso.html>

Wisconsin		
County	Phone #	Email Address
Adams	608-339-4221	adamsvso@co.adams.wi.us
Buffalo	608-685-6219	Felicia.hager@co.buffalo.wi.us
Clark	715-743-5160	aaron.greisen@co.clark.wi.us
Jackson	715-284-0225	Veterans.services@co.jackson.wi.us
Juneau	608-847-9385	cmoten@co.juneau.wi.us
La Crosse	608-785-9719	laxVeterans@lacrossecounty.org
Lincoln	715-539-1083	rwolf@co.lincoln.wi.us
Marathon	715-261-1141	jill.geoffroy@co.marathon.wi.us
Monroe	608-269-8726	charles.weaver@co.monroe.wi.us
Portage	715-346-1310	Veterans@co.portage.wi.us
Price	715-339-2545	tony.lueck@co.price.wi.us
Taylor	715-748-1488	marie.albers@co.taylor.wi.us
Trempealeau	715-538-1972	steve.young@co.trempealeau.wi.us
Vernon	608-637-5323	jyoung@vernoncounty.org
Waushara	920-787-0446	william.rosenau@co.waushara.wi.us
Wood	715-421-8420	rlarson@co.wood.wi.us
Minnesota		
Houston	507-725-5805	Robert.thoen@co.houston.mn.us
Winona	507-457-6458	jobieglo@co.winona.mn.us

DOWNLOADABLE APPS

At the mobile VA App store, you will find access to dozens of apps, including those created specifically for Veterans and their health care professionals.

<https://mobile.va.gov/appstore/>



FEATURED



VA Video Connect

★★★★★

Secure video visits with your VA care team from anywhere.



Rx Refill

★★★★★

Request, refill and track VA prescriptions with ease.



VA Health Chat

★★★★★

Easy, online access to chat with VA staff.



Virtual Care Manager

★★★★★

Create, view, and join video visits.

TOP VETERAN APPS



Annie App for Veterans

★★★★★

Meet Annie, she sends Veterans self-care messages.



VA Launchpad for Veterans

★★★★★

One app to launch them all! Launch VA apps from here.



VA Online Scheduling

★★★★★

Schedule, request and track VA appointments with ease!



Pain Coach App for Veterans

★★★★★

Pain Coach offers helpful tools to track and manage pain.

TOP MENTAL HEALTH APPS



COVID Coach

★★★★★

Support self-care and overall mental health during the coronavirus (COVID-19) pandemic.



Mindfulness Coach

★★★★★

Be in the moment! Learn mindfulness to reduce stress.



PTSD Coach

★★★★★

Get the info, support and tools you need to manage PTSD.



PTSD Family Coach

★★★★★

Support and tools for those living with someone who has PTSD.

INTERPRETER SERVICES

It is important to the Tomah VAMC that you can communicate with us and take part in your health care. If you or a family member has limited English ability, let your provider or a staff member know. A telephone-based system is available 24 hours a day, 7 days a week.

To access the Language Line (interpreters on the telephone):

1. Dial 1-800-523-1786.
2. Enter the Client ID: 231123
3. Select the language needed - following the telephone prompts: press 1 for Spanish, 2 for other languages.
4. When prompted, enter the numeric access code: 6000 for Tomah VAMC.

LACTATION ROOMS

We have private rooms available to all nursing mothers. Lactation rooms are located:

Building 401, 1st Floor, Room 1119

Building 404, 1st Floor, Room 1471

Building 455, Room 15529

Building 408, 2nd Floor, Room 2824

**For more information, call the
EEO Program Manager at
1-800-872-8662, Ext. 61604 or 608-372-1604**

LIBRARY

At the Tomah VAMC main campus, we have a library that has many magazines, books, newspapers, audiobooks, movies, video games and CDs available to check out and borrow. Volunteers bring a book cart to the Community Living Centers (CLC or inpatient floors) on a weekly basis. The Librarian can provide Veterans health education information and materials. Information on non-medical topics is also available. The Library is in Building 401, 1st Floor, Room 1100. Hours of operation are Monday - Friday 8:00 a.m. to 4:00 p.m.

**For more information, call the library at
1-800-872-8662, Ext. 61716 or 608-372-1716**

POLICE/FIRE DEPARTMENTS

The Tomah VAMC has a VA Police and Fire Department that are on duty 24-hours a day for your care and protection, on the main campus. For police assistance, please call 608-372-1244, or 1-800-872-8662, Ext. 61244.

For the Non-Emergency Fire Protection and Fire Prevention assistance, please call 608-372-1657, or 1-800-872-8662, Ext. 66112.

In case of an emergency, dial 911 from any internal VA land line phone. Dialing 911 from your cellphone, the call will go to the local County Sheriff's Dispatch. Please inform Dispatch of your location, including the building, room number and what the emergency is. Your call will be routed back to the Tomah VA Police Dispatch Center.

Report any suspicious or illegal activity to the VA Police. Report vehicle accidents and personal property losses to the VA Police. This should be done as soon as possible while on the facility grounds. At the Outpatient Clinics, please report to staff or call 911 for local police.



PROHIBITED ITEMS

Alcoholic beverages, narcotics, firearms, ammunition, knives or other weapons are not allowed on the grounds or anywhere in the medical center or outpatient clinics.

LOST AND FOUND

The medical center has a lost and found area in Building 424, Room 1560 of the main campus. Please take any items you might find to the information desk at the front entrance or the VA police, Building 407, Room 1709. In the Outpatient Clinics, any found items can be brought to the staff.

PARKING

Free parking is available at the Tomah VAMC campus and all Outpatient Clinics. Handicapped parking is available in each parking lot. The Tomah VAMC Police Department provide 24-hour patrols at the Tomah main campus.

SMOKE-FREE POLICY

The Department of Veterans Affairs (VA) is committed to provide a safe and healthy environment for Veterans, visitors and staff. The VA is smoke-free. The smoke-free policy covers all smoking material including:

- Cigarettes
- Cigars
- Pipes
- Any other combustion of tobacco
- Non-Federal Drug Administration (FDA) approved electronic nicotine delivery systems (ENDS), including electronic or e-cigarettes, vape pens or e-cigars.



As of October 2019, smoking is no longer permitted on the Tomah VA campus or any Outpatient Clinics. You are strongly encouraged to leave all smoking materials at home. Some areas may require materials to be stored during your visit. We offer smoking cessation treatment services for Veterans.

For more information about smoking cessation, see page 73.

SOCIAL MEDIA

Please like and follow us on various social media outlets for information, upcoming events and so much more.



<https://www.facebook.com/TomahVAMC2/>



<https://twitter.com/TomahVAMC>



https://www.instagram.com/tomah_vamc

VETLINK (KIOSKS)

There are three key benefits of the VetLink kiosks:

It saves time.

It enhances privacy.

Veteran use of kiosks ensures accuracy.

Key features and benefits of the VetLink kiosk:

- Check in electronically for pre-scheduled appointments.
- Request Beneficiary Travel Reimbursement.
- Request a copy of your medical records (Admissions Kiosk only).
- Queue up for unscheduled patient activities.
- View future appointments.
- Update personal information.
- Review insurance information.



VETEXT

To increase access to health care for all Veterans, the VA has developed VEText. VEText is an interactive mobile solution to remind Veterans of upcoming appointments, via text messaging. Our goal is to offer Veterans a quick and easy way to confirm and/or cancel appointments.

Every enrolled Veteran with a cell phone number listed in their health record is automatically enrolled in the program.

To opt-out, simply reply “STOP” to the text message. If you want to restart the text message appointment reminders at any time, simply text "START" to a previous text message from VEText and the service will resume.



When receiving a text message, you should review the date and time of each appointment. Use the prompts provided to either confirm or cancel. Veterans with multiple appointments on the same day, will receive multiple text message reminders.

VEText also offers earlier appointment slots for Veterans meeting certain criteria (wait time, service connection, etc.). Veterans will automatically receive these text messages as long as they have not opt-ed out of the VEText Program. This allows you to reschedule for an earlier available appointment. By using the prompts provided in the message, you can either reschedule or keep your current appointment. If you choose to reschedule your current appointment, VEText will book/schedule you into the earlier slot and cancel the previously scheduled appointment.

For more information, visit <https://www.va.gov/HEALTH/VEText.asp>

VET CENTERS

Vet Centers are community-based programs and part of the VHA. Veterans who have served in any combat zone who have received a military campaign ribbon, stated on your DD 214 Form, are eligible for Vet Center services. Family members may also receive services related to combat experience. Services are provided at no cost to eligible Veterans and their family members. The goal of the Vet Center is to provide a broad range of counseling, outreach and referral services to eligible Service Members. Vet Centers assist eligible Service Members in making a positive post deployment life.

Confidentiality and Privacy

Vet Center staff respect the privacy of all Veterans. Staff are held to the strictest confidentiality. All information disclosed during the counseling process is private. Information is not released without the Veterans written permission, except in certain circumstances to avoid an immediate crisis.

Eligibility for Services

Active Duty Service Members - members of the Armed Forces, including a Reserve/National Guard Component, who:

- Served on active duty in a theater of combat operations
- Served in an area at a time during which hostilities occurred in that area
- Remotely controlled an unmanned aerial vehicle engaged in combat with an enemy of the United States or against an opposing military force in a theater of combat operations
- Provided direct emergency medical or mental health care or mortuary services to the casualties of combat operations or hostilities, within or outside the theater of combat operations or area of hostilities
- Family Members of Active Duty Service Members including spouse, child, step-family member, extended family member or any person, even if not related, who lives with the Service Member . Family services are provided when found to aid in the readjustment of the Service Member.
- Sexual Trauma/Harassment Counseling - Service Members who experienced sexual assault and/or sexual harassment.
- Bereavement Support - parents, spouses and children of Armed Forces personnel, and on duty Reservists and National Guard members, who died while in service to their country.

For more information, visit: www.vetcenter.va.gov or contact:

La Crosse Vet Center
20 Copeland Ave.
La Crosse, WI 54603
608-782-4403

Wausau Outstation
605 S. 24th Ave., Suite 24
Wausau, WI 54401
715-842-1724





VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Tomah VA Medical Center